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# SERVICE

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## Frosty welcome for John Citizen

NALGO's inquiry into reception facilities in town halls and public offices reveals generally inadequate, and sometimes deplorable, arrangements in more than half the local authorities in the country. (pages 38-39)

## New salary claim

A staff side claim, seeking all-round salary increases of 7 to 9 per cent, has been deferred while employers consult their provincial constituents. It is hoped that discussions will be resumed on March 18. (page 36)

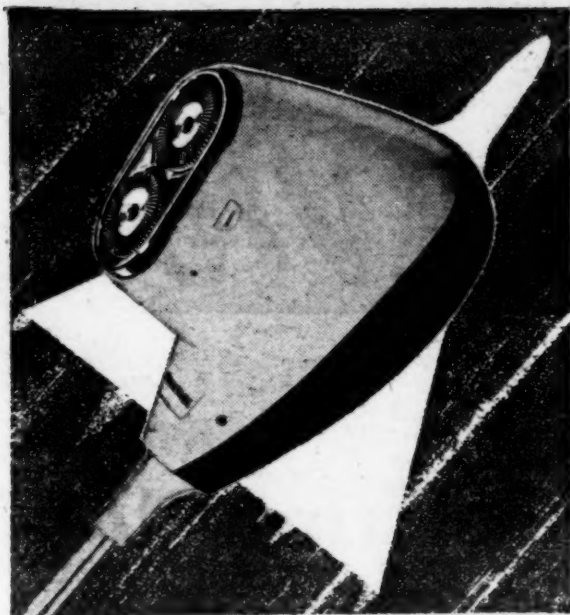
## Chief officers' pay

The claim for improved salary scales for local government chief and senior officers, to restore original standards, was heard by the Industrial Court on January 6. Summaries of the cases put by both sides are on pages 47-48

### ALSO IN THIS ISSUE

Revolution in mental health—the new Bill (pages 40-42)

Local government reform—first review areas (page 37)



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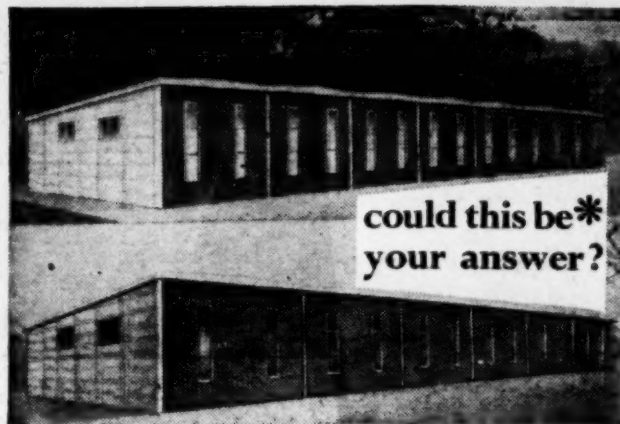
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## 'First flight'—or last?

*"The foregoing arrangements are designed . . . to raise the standard of the service. The salary scales . . . have been fixed . . . in comparison with rates of remuneration in comparable occupations. . . . This is in accordance with the fair wages principle: local government should not take the lead in determining salary standards, but should be in the first flight of good employers. . . . The Scheme . . . offers a reasonable career and should serve to enhance the position of the local government service and so to ensure an adequate flow of young entrants of the type required. . . . It is important to maintain and strengthen public confidence in the service—its efficiency and integrity, and its wellbeing. . . ."*

It was in these words that, just thirteen years ago, the local government National Joint Council commended to all local authorities its first "Charter" of pay and conditions.

How far have the aspirations they voiced been fulfilled? Whilst there is, unhappily, little comprehensive and objective information about local government staffing—the latest (and only) national survey was made eleven years ago—some pointers can be given. One of the most recent is provided by the inquiry published last year by ROY SIDEBOTHAM, of Manchester University, into the staffing of finance departments. This covers 30,088 finance staff employed by 1,258 of the 1,529 local authorities in England and Wales—one-sixth of all local government officers and thus a fair sample of the whole. How, in its light, does the service measure up to the standards set by the National Joint Council in 1946?

*"To raise the standards of the service."* That was the purpose. In fact, the educational standard has fallen. Of the now graded officers recruited between 1935 and 1939, 87.4 per cent came from grammar or equivalent schools; but of those recruited between 1945 and 1949, only 80.5 per cent came from such schools. Of the 18,000 young people admitted to British universities every year, "not twenty find their ways into local government finance."

*"The salary scales have been fixed . . . in comparison with rates of remuneration in comparable occupations . . . local government should be in the first flight of good employers."* Two-thirds of all finance staffs are today in the general, higher

general, and clerical divisions, most of them earning salaries with a maximum of £560. The staffs of banks do broadly comparable work—but the maxima of their basic grades range between £800 and £875. Less than one-quarter of all local government finance staffs get salaries of £800 or more.

*"The Scheme . . . offers a reasonable career."* Of the 30,088 officers covered, only 37 per cent are in APT or higher grades, only 5 per cent get over £1,200 a year, and only 0.9 per cent £2,000 or more. "The small number of highly paid jobs in the service is very noticeable. . . . The most likely reason" for the small recruitment of graduates "is that the scales of remuneration have been unattractive when compared with industrial and commercial offers."

*"The Scheme . . . should . . . ensure an adequate flow of young entrants of the type required."* "Finance departments have experienced increasing difficulty since the war in recruiting staff adequate either in number or quality." The most important reason is "the decline in attractiveness of town hall posts compared with others. There are today 6,010 graded posts with salary maxima below £800 compared with 2,005 persons qualified at intermediate level or post final: one qualified man for every three posts. For the 3,153 finalists, there are 5,156 posts with salary maxima above £800: three men for every five posts."

*"It is important to maintain and strengthen public confidence in the service."* Local government finance staffs handle around £2,000,000,000 a year—one-eleventh of our national domestic spending. Of the total, no more than 3,153 have final qualifications—and no more than 281 earn more than £2,000 a year.

These facts could be paralleled in other sections of the service. They underline and reinforce the claim for further salary improvements for all local government officers within the Charter scales, details of which we disclose this month. The claim has now been referred to the employer representatives on provincial councils. It is to be considered again next month. We trust that, before then, the employers will study the facts, recall the aspirations of 1946, and be ready to give effect to them.

# Local government review starts next month

## English Commission invites NALGO's views

THE Local Government Commission for England will start work next month on its task of reviewing the main structure of local government and recommending changes to the Minister of Housing and Local Government.

For its first investigation, the Commission has chosen three areas in the midlands. They are:

1. The West Midlands Special Review Area, comprising the county boroughs of Birmingham, Dudley, Smethwick, Walsall, West Bromwich, and Wolverhampton; the boroughs of Bilston, Halesowen, Oldbury, Rowley Regis, Solihull, Stourbridge, Sutton Coldfield, Tipton, and Wednesbury; the urban districts of Aldridge, Ambleside, Brierley Hill, Brownhills, Coseley, Darlaston, Sedgley, Tettenhall, Wednesfield, and Willenhall; and the parishes of Castle Bromwich and Kingshurst in the rural district of Meriden.
2. The rest of Staffordshire, Warwickshire, and Worcestershire, and the counties of Herefordshire and Shropshire.
3. Bedfordshire, Cambridgeshire, Huntingdonshire, Isle of Ely, Leicestershire, Northamptonshire, Rutland, and the Soke of Peterborough.

### Statement from every council

The review will affect some 6,400,000 people, or about one-fifth of the population of England outside London. All local authorities in the areas have been asked to submit statements, mainly in answer to set questions. The views of other interested bodies have also been invited, and the

Commission is ready to receive representations from any person or organisation on matters relevant to the review.

NALGO is among the organisations consulted, and, as a first step, it is seeking the views of district committees in the review areas. These will be considered by the National Executive Council's special panel on local government reform before any statement is submitted to the Commission.

### 'No preconceived ideas'

SIR HENRY HANCOCK, K.C.B., K.B.E., C.M.G., chairman of the Commission, told a press conference in London that it was hoped that this first review would throw up all the kinds of problems which the Commission would be likely to find over the country as a whole.

"We are not approaching this job with any preconceived ideas of what the pattern of local government should be," said Sir Henry. "We are a detached body, and our first aim will be to find out what are the facts and the problems, before trying to work out a new pattern."

Each review, to be undertaken by one or more whole-time members of the Commission, will involve studying the statements submitted, discussing problems with representatives of the local authorities and other bodies, and visiting the areas. The Commission will then issue draft proposals for any changes it finds necessary, and will receive written representations on these from the local authorities and bodies concerned. When these, in turn, have been

considered, the Commission will call a conference in the review area, to which all who have been consulted will be invited. In the light of the views expressed there, the Commission will prepare its final proposals. Any order giving effect to the proposals will be submitted by the Minister to Parliament, together with the Commission's report.

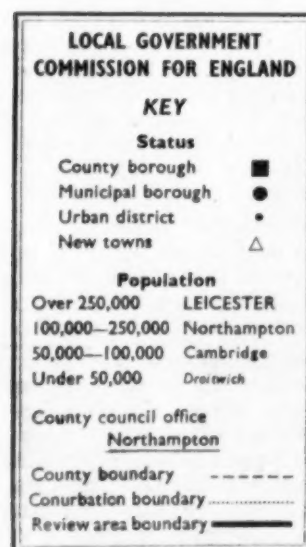
### Six-year task

The Commission hopes to finish its first survey by the end of this year, and will announce the next instalments of its programme as soon as practicable. There are four other special review areas mentioned in the third schedule to the Local Government Act, 1958—Tyneside, West Yorkshire, South West Lancashire, and Merseyside—and the Commission expects to finish its work on all these within five or six years.

The Commission has power to make far-reaching proposals in an effort to make local government more effective and convenient. It can propose the creation, extension, or demotion of county boroughs, the amalgamation of counties, and the alteration of their boundaries. The first review area contains the borough of Luton and the city of Cambridge, both of which have been pressing for promotion to county borough status; four of the smallest counties in England—Ely, Huntingdonshire, Soke of Peterborough, and Rutland; and the county boroughs of Birmingham and Wolverhampton, which might well qualify for extension.

### The Commission's members

The members of the Commission, in addition to Sir Henry Hancock, are Mr. Michael E. Rowe, C.B.E., Q.C., deputy chairman; Dame Ruth Buckley, East Sussex county alderman and member of the South-East Metropolitan R.H.B.; Professor Ely Devone; Mr. B. D. Storey, C.B.E., former town clerk of Norwich; and Mr. E. W. Woodhead, former county education officer of Kent. Mr. Storey and Mr. Woodhead were both NALGO members.



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# Pay talks deferred to March 18

## Claim seeks 7-9% all-round increase

NEGOTIATION of the local government pay claim has been deferred until March 18.

That was decided at a meeting of the National Joint Council on January 21, when the claim appeared for the first time on the agenda. The employers said that they had given it some examination but wished to consult their constituent bodies. They expected to be ready to discuss it at the March meeting of the N.J.C. executive committee.

In these circumstances, the unions agreed to release details of the claim, hitherto treated as confidential. It asks for:

**Abolition of the lower general division scale, introduced in 1955; and**

**Immediate increases of between 7 and 9 per cent in the salaries of all officers covered by the N.J.C.**

### Five reasons for a rise

The proposed new scales were based, the staff side said, on five relevant factors:

**Rising prices and wages**—Since local government salaries were last revised in August, 1957, the cost of living index has increased from 106 to 110, equivalent to a rise of 3.8 per cent, and the index of wage rates has increased from 111 to 116, equivalent to a rise of 4.5 per cent. The upward trend continues. Both factors have a strong impact on the standards of local government salaries and must be met.

**Increasing salaries**—Salaries in private and nationalised industry and in other services have increased by 4 to 5 per cent. The local government service cannot allow itself to fall behind this general trend. This is in the interests not only of the staffs employed, but also of the employing authorities, who must recruit and retain suitable staffs to carry out their services.

**Increasing productivity**—In addition to the rising cost of living and general improvement in wage standards, some recent settlements have taken into account the increasing productivity of workers. This factor was reflected in the latest increases given to both manual workers and officers in the electricity supply industry and must have an impact on local government salaries.

**Movements in other services**—Apart from the broad considerations mentioned above, pay increases in other public services—for example, electricity supply, gas, the health service and the civil service—have carried their scales to higher levels than in local government for comparable work, and have thus made these other services more attractive financially. The local government scales must be improved to maintain some degree of comparability.

**Need to improve career prospects**—The staff

side considers that a further endeavour should be made to continue the process, begun in the 1957 review, of bringing local government standards more into line with the standards prevailing in other forms of employment. This is essential to improve career prospects generally and to enable the service to get a fair share of the available pool of suitable staff. There is still much ground to be made up and a further "instalment" of this process should now be made.

These factors, the statement continued, had led the staff side to the conclusion that there was "an immediate necessity for the improvement of all the salary scales to maintain the local government service in the same general position as exists in other forms of employment."

Other factors made an additional impact and had been reflected in the claim. These were:

**Lower general division**—In the interests of maintaining a qualified service and obtaining recruits of appropriate standard and calibre, this should be abolished.

**Higher general division**—The standard should be brought at least to the level of other public services. This meant increasing the present maximum to not less than £600 and raising the scale overall by 7 per cent.

**Clerical division**—In addition to the general increase, there is need to reflect the measure of improvement in the higher general divi-

sion to maintain appropriate differentials.

**A.P.T. division**—The staff side is convinced that "a large degree of improvement" is still needed to:

Prevent the service falling behind comparable services;

Reflect the improvement required in the higher general division and maintain differentials which have been "severely and unreasonably reduced" since the Charter was introduced in 1946; and

Give a further instalment of the process begun in 1957, of establishing in local government standards of remuneration comparable with those in other forms of employment.

### Undoubted 'lagging behind'

On this last point, the staff side statement commented:

"It is now generally accepted that in commerce, industry and, indeed, in some other public services, there has been a fairly substantial recognition of the need to pay adequate remuneration to officers who occupy posts of responsibility.

"In these fields, far higher salaries are being paid to officers in the middle and upper tiers where real responsibility lies than is the case in the local government service.

"This principle of keeping in line with salary levels in wider spheres has been accepted by the government in respect of the civil service, and is being implemented. Indeed, a research unit has been established in order to obtain the relevant information to assist in this process.

"There is an undoubted 'lagging behind' on the part of the local government service, both generally and in respect of the civil service, which the revisions of August, 1957, recognised but did not correct. Employing authorities are still meeting difficulties in recruiting and retaining staff of the right quality.

"The situation is not likely to improve until the salary gap is considerably narrowed. Today, the qualified staff in the services is composed mainly of older men with a lessening stream of younger, qualified, men. It is therefore essential to reverse this trend by making the career prospects of the service no less worth while than those in other fields of employment."

### NEW SCALES FOR OLD—

## WHAT THE STAFF SIDE IS SEEKING

The new scales sought by the staff side are set out below, alongside the present scales. The claim points out that the gradings of special classes will call for consequential revision.

#### Higher general division

Now: £230 x 30(11)—£560

Proposed: £245 x 30(1) x 35(2) x 30(3) x 35(2) x 30(3)—£600 plus an additional increment of £30 to be granted to officers who fail to gain promotion, in recognition of long service, or on grounds of merit or ability. It is also proposed that the present extended scales, where these have been approved, be appropriately revised.

#### Clerical division

	Now	Proposed
I	£565 x 25—£640	£600 x 30—£690
II	£725 x 30—£730	£690 x 30—£780
III	£730 x 30—£820	£780 x 35—£885

#### A.P.T. division

	Now	Proposed
I	£575 x 30—£725	£630 x 30—£780
II	£725 x 30—£845	£780 x 35—£920
III	£845 x 35(4)	
	x 40(1)—£1025	£920 x 40—£1120
IV	£1025 x 50—£1175	£1120 x 50—£1270
V	£1175 x 50—£1325	£1270 x 60—£1450

#### Miscellaneous scheme

	Now	Proposed
I	£405 x 20—£445	£440 x 20—£480
II	£445 x 20—£505	£480 x 20—£540
III	£505 x 20—£565	£540 x 20—£600
IV	£565 x 20—£625	£600 x 25—£675
V	£625 x 20—£685	£675 x 25—£750
VI	£685 x 20—£745	£750 x 25—£825

#### Road passenger transport scheme

Inspectorate grades		
I	£570 x 20—£590	£610 x 20—£630
II	£615 x 20—£635	£660 x 20—£680
III	£640 x 20—£660	£685 x 20—£705
IV	£660 x 20—£680	£705 x 25—£730
V	£680 x 20—£700	£730 x 25—£755

#### Foremen grades

	Now	Proposed
I	£505 x 20—£525	£540 x 20—£560
II	£540 x 20—£560	£580 x 20—£600
III	£580 x 20—£600	£620 x 20—£640
IV	£630 x 20—£650	£675 x 20—£695
V	£660 x 20—£680	£705 x 25—£730
VI	£690 x 20—£710	£740 x 25—£765



## NALGO SURVEY EXPOSES TOWN HALLS'

## Frosty welcome to John Citizen

*Left to wander in  
departmental  
maze*

*Interviewed by  
juniors in  
corridors*

*No privacy for  
confidential  
talks*

## "ABOMINABLE HATCH AND A BELL MARKED 'PUSH'"

LOCAL GOVERNMENT, we often claim, is the most intimate and democratic of all our institutions. It touches John Citizen at every stage of life, from cradle to grave. It helps him in his home, his school, his leisure and in all he does. It is *his*—managed by the people he elects, paid for by his money, giving him what he wants in the way he wants it. He is owner, boss, paymaster, and customer in one.

But how does local government welcome the boss when he calls on it as a customer?

That was the question NALGO put recently to all its branches.

The answer—given by 750 local government branches, representing close on 1,000 of the 2,000 local authorities in England, Wales, and Scotland—makes grim reading.

Nearly half of this total, it shows, do not welcome him at all.

Of the branches replying, 45 per cent describe the facilities offered to the visiting ratepayer as "generally inadequate" even by the austere standards common to the public service. In some, they are declared to be "non-existent." In most, they are poor by any standards. In no more than a handful do they even approach the standards offered by commercial enterprises of comparable size and importance.

## Biggest councils the worst

As might be expected, the smaller authorities, with fewer visitors and thus a simpler problem, present the least unsatisfactory picture. Sixty-nine per cent of the rural district branches, 58 per cent of the urban districts, and 53 per cent of the boroughs consider their reception facilities to be "adequate." But only 23 per cent of county borough branches make this claim. The county councils give a better picture, with 55 per cent "adequate."

What do we mean by "adequate" reception facilities? That must depend on many factors—the standards set, the personal approach of the individual judging, the circumstances in each town. No general questionnaire can, therefore, elicit a true picture, only a broad impression.

But even within these limitations, the impression given by the answers to this questionnaire is a poor one.

The standards NALGO set were far from lavish. Was there, it asked, any central point

at which the inquirer could get his questions answered—or must he first find one or more separate departments? If there was a central reception office, did it offer such normal amenities as seats, warmth, a peg for wet raincoats, an umbrella stand, a lavatory, magazines to read when waiting.

## Six points of failure

NALGO's inquiry showed that, in nearly half the local authorities in the country, arrangements for receiving visitors and answering their questions are "generally inadequate" and sometimes deplorable. The main shortcomings brought to light are:

- Old-fashioned, draughty, and generally drab and depressing accommodation.
- Absence of central inquiry points where departments are widely dispersed.
- Inadequate signposting of buildings, departments, corridors, and offices, through which visitors wander aimlessly in search of the office they want.
- Shortage of chairs and other simple amenities for visitors who have to wait.
- The practice of leaving visitors to the mercy of untrained juniors.
- Lack of proper accommodation for interviews, which must be conducted through hatches, over open counters, in general offices, or even in corridors—with no facilities for confidential matters to be discussed in private.

some privacy for the discussion of personal problems, a shelter for perambulators, and a public telephone?

If there was no general inquiry centre, how was the visitor directed to the departments he wanted, and what amenities did he find there? Were the departments themselves near together or widely scattered?

Of all the authorities covered, only one-quarter provided any kind of central reception. And in most of those, the facilities were rudimentary—a hall porter, often missing on other jobs; a telephone exchange with buzzers constantly interrupting conversation; an

"information department" old-fashioned and dark, containing only counter and seats; a "porter's locker room, six feet by nine, dark and mean"; an information desk with a single seat.

The remaining three-quarters lacked even this. Take this example, from a big county borough that is also a seaside resort catering for visitors in their thousands:

*We have no information office, inquiry desk, or porter. Visitors depend for guidance on the lift attendants or a passing member of the staff. There is a waiting room with seats—but no coat pegs, umbrella stands, magazines, lavatories, or telephone.*

Or this, from a Scottish burgh:

*No information office, desk, or porter. There is an inquiry counter in the clerk's department, with a single chair—but the counter is often covered with agenda papers being stapled, and buzzing from the switch-board often interrupts interviews. Queries are answered by the nearest typist available—and most of the five other typists in the office can hear every conversation.*

## Widely scattered departments

One of the oddest is a borough of 170,000 inhabitants which has an information office—but since this is at the back of the town hall and there is no direction board, few visitors find it!

*Most wander aimlessly about until a porter, or officer spots them and offers help. Those not noticed just continue wandering or go into the first office they find. Any who have to wait must do so in corridors provided with a few forms or seats discarded as no longer suitable for public halls. Private interviews are impossible, save for the few people seen by senior officers in their own rooms. The building is filthy, the walls being cleaned only when it is redecorated.*

Of the three-quarters of councils which receive their visitors in departments only, most are no more welcoming.

In many, the visitor's first problem is to find the department he wants—sometimes in the same building, sometimes dispersed throughout the town.

A county council has its children's department 1½ miles, its architect's, valuation, welfare and land agent's departments two miles, and its civil defence department four miles from the head office.

The offices of a borough council are converted from old houses with "warren-like

interiors, dark rooms, and mysterious passages" through which visitors must find their own way. A ratepayer wanting to complain about a drain may go to the chief public health inspector—and be sent to the borough engineer, whose office is a mile away, uphill.

And even when departments are in the same building, inquirers may have far to go. In one county borough, for example:

*The education department is divided into three sections, all upstairs, each with a separate entrance. Since there is no central office and no lift, the caller not knowing which section he needs may have to climb and descend three sets of stairs.*

### "A nasty little room"

Having penetrated one of these rabbit-warrens, braved the mysterious passages, climbed the stairs or walked half-way across the town to the department he wants, what does John Citizen find there?

In most, the answers suggest, only "a nasty little room smelling of soft-soap, without a single seat, an abominable hatch and a bell marked 'push.' When he pushes, a sliding panel shoots across, a barely visible face asks what he wants, and the hatch is closed with a bang while the boys behind the scenes are looking for the answer."

In a big county borough, "most departments are in overcrowded old buildings and visitors are interviewed in big general offices or in passages."

*There are no seats for visitors in any department, reports a borough branch. Those to the housing department wait in a draughty corridor, fited with a sliding hatch.*

Not more than one waiting room in ten provides pegs for wet raincoats, and only about one in fifty gives the waiting citizen anything to read—and then usually nothing more exciting than technical journals.

Very few provide shelters where a mother can leave her baby in its perambulator. Some allow prams in their central lobbies—but a mother calling at the third-floor office of a London borough must leave her baby in the street outside.

### No privacy for personal talks

Lack of privacy, even for the most personal discussions, is a common complaint.

In one county borough, for example, "rates collecting and hardship cases, housing mortgages and loans, and funeral arrangements with the cemeteries department, must all be discussed over the public counter."

Arrangements of this kind are not only daunting to the visitor, they encourage time-wasting by the staff. For, as one branch secretary points out:

*"When members of the public are present in a general office, staff are reluctant to go on with their work, and some think it impolite not to engage in general conversation with visitors who are waiting."*

Whom does the visitor see? Sometimes, as in the Scottish burgh already mentioned, "the nearest typist available"—with the other typists listening in. In others, the switchboard operator—between calls. More often, as in a big county hall, the junior—inevitably only partially trained and "not always as tactful and polite as he might be."

All this—and the examples could be multiplied many times—suggests that local

government has scant regard for its masters and customers. That is bad enough. But more serious is the effect of such chilling reception on the service and its officers. As the Birmingham branch magazine *The Guildsman* commented last month:

"The conditions to which callers are subjected start us off on the wrong foot. . . . The ratepayer, when he calls at the Council House—bought with his money—should be received with sympathy if he has a problem, with tact if he has a grouse. But we are hindered in our work. How can we sell our services to the public if we have no shop window? . . . Local authorities seem to think that what was good enough for the nineteenth century is good enough for today."

Of course, there are good reasons for many of these defects. Just because it is public money they are spending, councillors are reluctant to invest in what they may regard as "frills"—and are sensitive to criticism should they do so. And post-war capital restrictions have prevented many from building the new town halls and offices they recognise to be urgently needed.

### What could be done

Nevertheless, need the picture be quite so black as it is? The few examples of good facilities show what could be done.

Take the county council, lately rehoused in a former big hotel. Here, the visitor is received in the main vestibule at a reception desk manned by "courteous uniformed commissionaires" who either send him to the department he wants, guided by colour-keyed direction signs similar to those in the London Underground, or call the officer he wants by telephone. Each department has its own comfortably furnished inquiry office, with space for private interviews.

Or the London borough where, in addition to an information office and inquiry desk, the public relations officer has his own office in the entrance hall and is available to deal with any inquiry the porter cannot answer.

Or the county borough where the visitor is welcomed by a curator in a pleasant reception office and either taken or directed to the department he needs: if he is old or infirm, he is given a seat in the reception office and the officer he wants is brought to him.

Or the rural district council which has a separate colour scheme for each department, so that visitors, directed by the central telephonist-receptionist, can readily find their way.

Nor are new and more spacious buildings essential. In the offices of an urban district council, visitors are received by the telephone operator housed in a kiosk in the main hall which she herself keeps "pleasantly decorated with flowers and plants."

The questionnaire went also to branches in the other services covered by NALGO, but replies from these—60 from health, 41 from electricity, and 15 from gas branches—were too few to justify firm conclusions. So far as they went, however, they suggested that reception facilities in these services were generally a good deal better than in local government. Five-sixths of the health branches, two-thirds of the electricity branches, and three-quarters of the gas branches regarded their arrangements as satisfactory.

This inquiry shows clearly that, even by the meanest standards, nearly half our local authorities give a frosty welcome to John Citizen when he visits "his" town hall. Often, it is true, this is recognised and

### RATEPAYER ERRANT

A long way after Mr. John Betjeman

*Empty in the dusty twilight  
Unwashed windows make of day,  
Pock-marked corridors unending  
Carry life and time away.*

*"Tasteful" beige once partnered marble,  
But tasteful beige is peeling fast.  
Red or blue, the pictured elders  
All are turning brown at last.*

*Blunder on to find "inquiries"—  
Barren room, untended hatch,  
Broken bell-push, dingy ash-tray,  
Cigarette-end, burnt-out match.*

*Up the unlit stairs and down them.  
Stuffy office. Are we there?  
Busy clerk is sorting, sorting.  
Dust, then sit on, shaky chair.*

*Wonder if the pram's been stolen?  
Watch broily drip, and plastic mac,  
Dripping on the faded lino,  
Cake the dust in every crack.*

*"No, you want the public cleansing"—  
Cross busy street, climb rain-drenched hill.  
Chance upon a friend returning—  
Or I might be wand'ring still.*

*Tell my troubles to a typist  
While her sisters coyly peek;  
"Sorry dear, he's in committee."  
Call again—tomorrow week."*

ICONOCLASTS

deplored by councillors and officers alike, and will be remedied as soon as ancient buildings can be replaced by new. But need we wait so long?

A few comfortable chairs, a coat of paint, a gay picture or two (not, one hopes, grimy portraits of long-dead aldermen), a bowl of flowers, a handful of magazines, a cosy fire, a knowledgeable receptionist able to answer simple queries, and clear direction signs to different departments, would cost little but would transform the bulk of our town and county halls. All that is needed, indeed, is the imagination to put oneself in the ratepayer's shoes, the desire to write "Welcome" on the mat, and the drive to persuade councillors and chief officers to translate that desire into action.

### A task for branches

NALGO is doing its part. It is bringing the results of this inquiry to the notice of the local authorities, their associations, and the citizens. Now it is for branches to do theirs. If they will follow up the inquiry by looking carefully into the facilities provided in their own offices, by making constructive suggestions for their improvement, and by taking these to their councils, they will go far to change the picture. Some have already made a promising start.

The result could mean a great deal more than a few comforts for the visiting citizen. It could calm his fears, allay his suspicions, mollify his antipathy, speed his inquiries, and, by a general easing and streamlining of work, contribute materially to staff efficiency. This is an aspect of work study commonly overlooked by "O. and M." experts. Cannot we fill the gap?



# REVOLUTION IN MENTAL HEALTH

## How the new Bill may affect officers' work

**Dr. X:** The fundamental thing the Bill recognises is that an ill person—whether the illness is physical or psychological—needs care and treatment.

The custodian attitude towards mental illness has gone, the legal set-up is confined, and the patient is safeguarded against any mistake or false detention. A Justice of the Peace cannot exercise clinical judgment, only authority. Now that two medical recommendations are required in the case of compulsory detention, judgment is exercised by doctors whose special training ensures the maximum degree of safety.

Since one of the medical recommendations should come from a doctor who knows the patient personally, there is bound to be a growth of the general practitioner's awareness of his patients' psychological problems.

The new definitions of mental disorder recognised for compulsory detention, where necessary, have broken away from the Royal Commission's deliberate and scientific recommendations. The Commission suggested the three terms "mentally ill," "severely sub-normal" and "psychopathic." Its idea was that the higher grade defectives—called "sub-normal" under the Bill, and now liable to be compulsorily detained—should be catered for by the welfare services in the community. These people are, for the most part, harmless but dependent, and could live normal lives under a certain degree of protection.

The Commission also refrained from defining psychopathic personality—described in the Bill as "A persistent disorder of personality . . . which results in abnormally aggressive or seriously irresponsible conduct"—because it thought it more important to safeguard the liberty of the subject than to form a definition which might or might not be scientifically valid in recognising cases which could be treated medically.

### More responsibility for doctors

**Mr. Ryder:** Everyone will welcome the ease with which those coming forward voluntarily for treatment will be able to obtain it without legal formality or the expense of medical services to get certificates.

The new definitions of mental disorder are not as offensive as the old. As far as the new compulsory arrangements are concerned, the need for two medical certificates will put more responsibility on family doctors, and I wonder whether mental welfare officers will have difficulty in finding doctors willing to sign the hospital applications. It would seem that it will be much easier to enforce early care and treatment for mental deficiency patients.

**Mr. Westmoreland:** The provision for completely informal entry and departure for those willing to seek hospital treatment for

The new Mental Health Bill has been generally welcomed as a progressive step towards the better understanding and treatment of all forms of mental illness. But what does it mean to the hospital and local authority officers who will have to carry out its terms when it becomes law? *Public Service* has interviewed two men with long experience in the mental health field—Dr. X, medical superintendent of a mental deficiency hospital (who wishes to remain anonymous), and Mr. E. E. Ryder, administrative officer in charge of the London county council mental health department—to find out their personal reactions to the Bill. Mr. J. E. Westmoreland, who is honorary secretary of the Society of Mental Welfare Officers and himself an experienced mental welfare officer, also sent us his personal views. These have been incorporated with the others in this discussion on some of the Bill's major provisions.

mental disorder—in just the same way as patients may seek treatment for physical illness—is a natural evolution from the voluntary procedures introduced in 1930. Indeed, many mental hospitals have already "de-designated" part of their premises, and have been receiving patients informally.

### Compulsory procedure snag

It is around the suggested compulsory procedures that controversy is likely to rage. These are reduced to two, with a procedural variation in one in case of urgent necessity. They are—"application for admission for observation" (as a result of which a person may be detained for 28 days), taking the place of all the present short-term orders; and "application for admission for treatment," which replaces all forms of what is commonly called "certification." The procedures are the same for mental illness and mental deficiency.

The application may be made by the nearest relative of the patient, or by a mental welfare officer (who must have taken all practicable steps to obtain the consent of the nearest relative), and, as has been said, must be supported by two medical recommendations. The fact that one of these must come from a doctor who has experience in the diagnosis or treatment of mental disorder is a new and important provision in cases of mental illness, although it has been obligatory in cases of mental deficiency since 1914.

How the procedural variation which I mentioned just now for use in cases of urgent necessity is to operate is at present obscure. The Bill says: "The medical recommendations required for the purpose of an emergency application may be signed after the date of the application," but then

goes on to say: "the application shall be sufficient in the first instance if accompanied by one such recommendation, given, if practicable, by a practitioner who has previous acquaintance with the patient."

Since the medical recommendations (both of them, presumably, since the plural is used) need not be signed until after the date of the application, it is difficult to see how the application can be accompanied by one of them. Is it the intention that a doctor shall see the patient but, to save time, need not complete a certificate until later? Or should a mental welfare officer—one cannot see the nearest relative getting mixed up with this procedure very often—make an application, admit the patient to hospital—and then arrange for the medical examination?

This procedure is likely to be invoked frequently, and it needs to be clarified if there is not to be considerable initial confusion.

### Can hospitals refuse entry?

The use of the word "application" makes it difficult to understand precisely what is intended with regard to compulsory admission and detention. An application is usually construed as something which may be acceded to or refused, and certainly the Royal Commission recommended that hospitals should have the right to refuse to admit a patient for whom they felt they could not provide adequate care and treatment—a recommendation that filled every mental welfare officer with grave misgiving.

But, in the event, the Bill does not specifically confer on hospitals the right to refuse an application—and neither does it say they must accept every application, but surely that is implicit, or there would be procedures for making application to a second hospital when one had refused the patient.

The confusion is not made less by the fact that "mental hospitals" disappear and only "hospitals" remain. A hospital is defined as any hospital vested in the Ministry, any accommodation provided by a local authority and used for hospital and specialist services, and any state institution. It is clear, therefore, that, in future, mentally disordered persons can be detained against their will in a general hospital, or in a specialist hospital other than one treating mental disorder. It may well be that such a hospital could be required to receive patients for whom application for admission is made under the Mental Health Act, whether it liked it or not.

This point must be clarified before the Bill becomes law. Surely it cannot be the intention that any and every hospital should be required to receive mentally disordered persons. But, on the other hand, it is clear that some hospitals should be so required, otherwise the mental welfare officer's night-



## 'Local authorities may still do as they think fit'

mare will come true: he will find himself driving endlessly around with the patient nobody wants. And there are enough of these to make this a very real fear!

**Dr. X:** The fundamental answer to any unease is effective liaison between family doctors, psychiatrists, medical officers of health, and welfare officers.

The British Medical Association and the Royal Medico-psychological Society have given their blessing to the general trends of the Royal Commission's recommendations, and it follows that doctors are prepared to accept their responsibilities.

If hospitals have the power to refuse entry, this is a safeguard for the patient. It will prevent his being dumped into some kind of institution which may not have the facilities for treating his illness. When a doctor is asked to help a patient, it means something to him, and he is the best judge of whether he can help or not.

**Mr. Ryder:** The right of hospitals to refuse entry may make the work of mental welfare officers more difficult, but general hospitals today are not compelled to accept patients, though the need for treatment may be equally

urgent—and there is comparatively little trouble there. It would, I think, be wrong to assume that the doctors will make difficulties. It is, after all, a matter of good relationships between hospitals and local authorities.

### "Poor do" for welfare staff

**Mr. Westmoreland:** When we come to Part II of the Bill, dealing with local authority services, I think many people will be disappointed. Although the functions of local health authorities covering prevention of illness, and care and after-care of patients, have been widened in scope, they remain permissive in character.

This means that local health authorities may continue to take only such action as they think fit—and the past has shown how little some of them see the need for an extensive community health service. Adequate community care services for the mentally disordered are becoming as important—if they are not already so—as adequate hospital services, and it is daunting to those working in this field to find that the govern-

ment is not persuaded of this fact, and has not taken steps to ensure that local authorities shall provide them. This is a major departure from the Royal Commission's recommendations, which were in favour of enforcing extended local authority services.

The mental welfare officer has a poor deal from the Bill. He is loaded with responsibilities, but is given no rights and no status. He is defined merely as "an officer of a local health authority appointed to act as mental welfare officer." There are no requirements as to training, experience, or suitability for the work. Local health authorities will apparently still be free to appoint anyone, from ambulance attendants to heavyweight wrestlers, to do a job which, in the patient's interest, should be entrusted only to skilled and trained people. Considering the growing importance of community care, this is a "poor do."

**Mr. Ryder:** The Royal Commission divided responsibilities of hospitals and local authorities. It said that hospitals should deal only with patients who needed specialised medical treatment or continual nursing, including the helpless and severely sub-normal; all other patients, presumably,

## WHAT THE NEW BILL MEANS

THE Mental Health Bill was introduced in the House of Commons on December 17, 1958, and was given its second reading on January 26, 1959.

It repeals the Lunacy and Mental Treatment Acts, 1890-1930, and the Mental Deficiency Acts, 1913-1938, and proposes substantial changes on the lines recommended by the Royal Commission on the Law Relating to Mental Illness and Mental Deficiency, which reported its findings in May, 1957.

Briefly, the main provisions of the Bill are:

★ One legal code covers both mental illness and mental deficiency, instead of a separate code for each, as at present.

★ The present statutory limitation of treatment of "persons of unsound mind" in "designated" hospitals is removed; and hospital authorities will be able to arrange that any kind of hospital may receive any type of mental patient, whether informally or under detention.

★ Mental Health Review Tribunals—one for each of the 15 hospital regions in England and Wales—consisting of legal, medical, and other members, will consider applications from patients (and relatives) for their release from compulsory detention. They will hold power of discharge.

★ The maximum interval between renewal of authority to detain a patient in hospital or under guardianship is reduced from the present five years to three. The intervals are at one year, a further year, then two years, and subsequently every three years. The patient has the right, whenever the authority is renewed, to apply to the Tribunal.

★ The single term "mental disorder" is introduced to cover all forms of mental illness or disability. Provisions for compulsory detention recognise four groups of mentally disordered patients—mentally ill, severely sub-normal, sub-normal, and psychopathic.

★ Compulsory powers of detention will be exercisable only where no other appropriate methods of dealing with a patient are available. Apart from criminal court cases, no judicial order will be required. Improper detention is safeguarded by two procedures: two medical recom-

mendations will be needed in all cases (except in emergencies, where one will be sufficient for the first 72 hours); and patients will be able to apply to a Mental Health Review Tribunal at any time within six months after admission.

★ Mental hospitals are charged with reviewing existing patients' cases to see whether their mental disorder needs a different type of care.

★ Generally, the nearest relative of all patients admitted under the new procedures will hold the power of discharge (at present this does not apply in the case of mentally defective patients). This general rule will not, however, apply to those admitted from a penal institution or approved school or following court proceedings, nor where the power of discharge has been transferred to some other person by the county court. Powers of discharge are also given to the doctor responsible for the patient's treatment, in addition to the hospital managers as at present, and (in cases of guardianship or patients detained in private nursing homes) to the local authority.

★ Psychopathic and sub-normal patients may be compulsorily admitted under the age of 21, but over the age of 21 only after court conviction or transfer from prison (except that patients of any age may be detained for not more than 28 days' observation). These patients will not be liable to detention after the age of 25 unless they were originally admitted through the courts or transferred from prisons or approved schools or they are considered to be dangerous to themselves or others.

★ Patients who are detained may be given leave of absence from the hospital at the responsible doctor's discretion. The power to detain lapses after six months' leave of absence, unless

the patient is recalled to hospital or transferred to guardianship.

★ Mentally disordered patients of any age convicted in the courts may be detained in hospital for treatment or received into guardianship, if the hospital or guardian is willing and if the court considers this most suitable.

★ If a court of assize or quarter sessions considers it necessary for the protection of the public, it may order that a mentally disordered person convicted before it or (in the case of quarter sessions) committed from a magistrates' court, shall not be discharged without the Home Secretary's consent. While such a restriction is in force, patients will not have access to a Mental Health Review Tribunal, but the Home Secretary will be able to refer to the Tribunals for advice.

★ The Board of Control is wound up. Some of its functions will be carried out by the new review tribunals, others by the local authorities and the Minister of Health.

★ The three state hospitals—Broadmoor, Rampton, and Moss Side—will come under the direct management of the Minister of Health. They will not be incorporated into the National Health Service administrative system.

★ The powers of local authorities under the National Health Service Act, 1946, to provide community care for mentally disordered patients are extended so that the services now provided under the Mental Deficiency Acts can continue. Amendments are proposed to the National Assistance Act, 1948, and the Children's Act, 1948, to allow authorities greater freedom to organise services for mentally disordered persons within the framework of their general health, welfare, and child care services.

★ The procedures for children found to be unsuitable for education at schools are revised. Local authorities may compel parents to send children to a training centre, if they are satisfied that the children are not receiving adequate training. In addition to their right of appeal to the Minister of Education, parents are given a new right to apply to the local authority once a year for the decision to be reviewed.

should be cared for in the community by the local authority services.

This is sensible and reasonable. But all municipal hospitals and institutions for the mentally deficient were handed over to the national health service in 1948 and, since then, residential care has been provided by the hospital authorities.

The position now is that there are many patients, particularly in mental deficiency institutions who, according to the Commission's definition, should be cared for by the local health authorities—in London, about one-third of the 7,500 or so may come into this category. It will tax all the resources of the London county council to provide residential accommodation for the new cases with whom it will have to deal, let alone any of the existing patients whom the hospitals may now discharge. This will prevent us from doing what we think is the first priority—providing residential accommodation for patients who are suitable for rehabilitation for normal life in the community. How are we going to get additional sites and properties in London—especially after all the other welfare services have been settling themselves in since 1948?

**Dr. X:** The local authorities have a big problem. Only ten years ago, local authorities had much of their residential facilities taken away by mandate; and now they are asked to extend their services. They are asked, in fact, to do a job without the necessary tools.

### Government "passing the buck" ?

You get what you pay for in this world, and if Britain wants a better mental health service, it must provide for it. The other side of the problem is—what can the country afford? It is the responsibility of the government to decide what it can spend on the health services—but it is now trying to get around the problem by "asking" local authorities to provide additional services.

A review of all existing hospital cases will mean that the harmless but dependent patients, who can do with less care than a mental hospital provides, will be able to live in the community. If, in practice, there is an enormous waiting list for local authority residential care, some provision will need to be planned for them. There certainly will be such cases: in my hospital we have already had an extensive review since the Minister of Health accepted the Royal Commission's recommendation that some cases could be dealt with before legislation. From a total of 841 patients, 272 men and 261 women have been discharged from the provisions of the existing Act. At the moment they are living in the hospital as informal cases.

**Mr. Westmoreland:** A provision that may cause considerable excitement among some people is the power to be given to Courts of Assize and Quarter Session not only to order mentally disordered persons guilty of offences to be detained in hospital, but also to issue an order restricting their discharge. This completely inhibits all the provisions relating to duration and renewal of authority for detention and the right of appeal to the Mental Health Review Tribunal.

Another provision that will be disquieting to those working in the mental deficiency field is that concerning patients' leave of absence. It is provided that when a patient has been absent

on leave for six months and has not been recalled, the authority for detention will cease to be effective, and there will be no further power of recall. Many experienced mental welfare officers will feel that subnormal persons may need a longer period of rehabilitation under supervision before they can reasonably be expected to manage their own affairs.

**Dr. X:** This provision is a direct result of public opinion. Many patients lived for years outside a mental deficiency hospital with the shadow of being recalled hanging over them. There is provision for a patient to be referred to a local authority for care and guidance under guardianship at any time during his six months' leave or afterwards. Also, when a patient does not require specialised treatment under the provisions of this Bill, he may be referred to any of the other statutory welfare services.

### Minister as judge—and jury !

**Mr. Westmoreland:** Few will mourn the winding up of the Board of Control. But the result appears to be rather extraordinary. The Minister of Health will become responsible both for providing and managing the hospitals in which mentally disordered persons may be detained, and for inspecting their material standards and the position of those detained therein—surely a remarkable example of "the devil would both judge and jury be."

**Dr. X:** The evidence of the Ministry to the Royal Commission recommended the dissolution of the Board of Control which, since 1948, had been a department of the Ministry of Health. The Board has played an impressive part in developing a high standard of psychiatric care in the country in the past. Now the mental hospital has come of age. No one visits a general hospital to see if the surgeons are making a mess of their operations: and it is assumed that the people who run mental hospitals are capable of doing their job without supervision.

## 21 NALGO members in New Year Honours List

CONGRATULATIONS to the following members who have received honours in the New Year List:

### C.B.E.

**F. D. Arney**, general manager, Port of Bristol Authority.

**V. Lawrence**, O.B.E., clerk, Monmouthshire county council.

### O.B.E.

**E. R. Ashill**, chief officer, Hampshire Fire Brigade.

**H. A. Childers**, M.C., town clerk, Bridgwater.

**H. W. L. Lawson**, valuation assessor, Ayrshire.

**P. W. MacLagan**, M.C., M.D., medical officer of health, Berwick-on-Tweed.

**J. A. O'Keefe**, chief officer, public control department, Middlesex county council.

### M.B.E.

**A. E. M. Fenna**, lately fuel overseer, Hackney and Stoke Newington.

**Miss E. Garnett**, youth organiser, Nottingham.

**J. Graham**, chief public health inspector, Manchester.

**A. Morris**, civil defence officer, Monmouthshire.

**Miss M. B. Napier**, head of department for psychiatric social work, Dundee Royal Mental Hospital.

**E. G. Parsons**, senior clerk, Devon C.C.

**J. Penny**, local fuel overseer, Dundee.

**Miss M. M. Thomas**, assistant secretary to the Lord Mayor of Bristol.

**R. P. Thorne**, honorary treasurer, Cambridge savings committee.

**F. W. Walpole**, lately clerk, Godstone R.D.C.

**E. S. Wilson**, road safety officer, Slough.

### B.E.M.

**J. Donnelly**, assistant distribution superintendent, Carlisle sub-division, Northern Gas Board.

**W. B. Marley**, superintendent of distribution, Liverpool corporation water department.

### Fire Service Medal

**H. A. Edgerley**, M.B.E., chief officer, Warrington Fire Brigade.

## early and late

## HOLIDAYS ?

Take advantage of all the amenities available in the early and late holiday periods at one of NALGO's holiday centres. You can enjoy all the fun of a peak period holiday in May, June, or September—at less cost. Write now for full details of the specially reduced terms. Brochure and vacancy list supplied on request.

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## MY BOOKSHELF

by LAURENCE WELSH

# What would happen to wages without the trade unions?

WE ALL KNOW the kind of non-member who maintains that trade unions do not really have any effect on pay levels. His doctrine is simple: if employers are short of staff, they offer better pay; if they have plenty, they cut it down. Such people are not likely to read Professor P. FORD's *The Economics of Collective Bargaining* (Blackwell, 10s. 6d.) but NALGO members would do well to do so and to pass its message on. Professor Ford is a cool and sometimes cutting critic. He sets out to ascertain "how far the wage structure differs from what it would have been in the absence of trade unions" and, even if he fails to show how that difference can be measured, he leaves his readers in no doubt that it is a considerable one.

As an economist, he deals in trends rather than in absolute terms; and he never forgets that, in considering one influence on wage levels, you must not forget others operating at the same time, either in the same direction or in others. If wages go up, employers tend to reduce their labour force; but higher wages may attract better staff, the employers may improve their organisation and technique, and production may rise sufficiently to counteract the first tendency. Thus, however important the effect of trade union pressure may be, it operates in so complex a fashion that it is seldom possible to define it precisely.

Where do public undertakings fit into the picture? Many of them do not need to show a profit, yet they behave as if they did because they are answerable to critical members of the public and are expected to follow the pattern of behaviour of other bosses. Hence the community of interest between all trade unionists in seeking to maintain the general level of pay, for the principle of "fair comparison" is constantly employed. And so it is that, even to public servants not directly implicated in the drive for profits, the never-ending dispute between masters and men for the biggest share of the product of industry has more than an academic interest. Though Professor Ford draws few black and white conclusions, he seems to show that the respective shares have no justification in reason or ethics, but just depend on objective conditions and on the bargaining strength of the two parties. The moral is obvious: make your union as strong as you can.

## Building procedures

IF YOU EVER suffer, as many local government officers do, from the complaints of councillors who expect the particular building in which they are interested to be constructed in a few weeks, commend them to the Royal Institute of Public Administration booklet *Building Contracts*

of *Local Authorities* (5s.). It sets out the plain sense of the matter very tidily: first decide what sort of building you want and for what purposes (the architect can help you to fit type to purpose); let him prepare his drawings and estimates; and after that don't interfere. If you alter your ideas as the building goes up delays and extra costs are inevitable.

In addition to these fundamental, if fairly obvious, considerations, the report contains interesting comments on interdepartmental relations. There is a discussion of the prepayment audit of final accounts; financial officers are told not to interfere in technical matters; other professional officers, though they may properly expect to be left free of detailed supervision, are warned that they should "observe the best professional standards and . . . not object to demonstrating that they have done so." In all, this report, the work of a high-powered team with

SIR PARKER MORRIS, former town clerk of Westminster, at its head, embodies a well-informed study which should be widely read in town and county halls.

## Other books received

*The Directory of Opportunities for Qualified Men 1959.* (Cornmarket Press, 8s. 6d.)

*Government Administration in New Zealand*, by R. J. POLASCHEK. Oxford, 35s. This study of the N.Z. civil service will be valuable to students of comparative government. It is published by the N.Z. Institute of Public Administration.

*Statistics for the Social Sciences*, by T. O. CONNOLLY and W. SLUCKIN (Cleaver-Hume Press, 16s.), second edition, for students who need statistics up to degree level.

*Welfare Services in Herefordshire* (Gateway Publications, 5s.), covering both statutory and voluntary services in a lucid and comprehensive way.

*Bonganga*, by SYLVIA and PETER DUNCAN (Odhams, 21s.): a true-life tale of devotion and heroism in wildest Africa—the life of a medical missionary who was once a clerk with Deptford borough council.

*Children Welcome! and Furnished Holiday Homes*, two invaluable guides to family holiday accommodation, published by Herald Advisory Service, 3 Teevan Road, Croydon, Surrey.

# UNESCO's 'window on the world'

ONE of the most important developments of our time has been the establishment and growth of the group of international institutions known as the United Nations and its specialised agencies.

Each of the agencies has its own special work to do. But all are striving, first and foremost, to safeguard peace and promote progress among the nations.

UNESCO, which was founded in London in 1946, seeks to fulfil that aim by promoting collaboration among the nations through education, science, and culture, "in order to further universal respect for justice, for the rule of law, and for the human rights and fundamental freedoms which are affirmed for the peoples of the world, without distinction of race, sex, language, or religion, by the Charter of the United Nations."

Among the many international non-governmental organisations which have consultative arrangements with UNESCO, and which help it in planning and carrying out its programme, is the International Union of Local Authorities, to which NALGO is affiliated. This co-operation has taken different forms, including the distribution of UNESCO publications through IULA channels and the participation of UNESCO delegations in IULA congresses. The Union has also undertaken two projects for UNESCO; a world-wide inquiry into local government and a study of the rôle of local authorities in adult education and sports.

But UNESCO's relations are not limited to governments and organisations. It needs, too, the co-operation of the people who make up the nations; and to help establish this link it publishes in Paris a monthly

illustrated magazine, *The Unesco Courier*.

*The Courier* has set itself this purpose: to serve as a window open on the world, presenting in both text and image informative and thought-provoking reports on events and problems of world significance in the arts, the sciences, and education. Its interesting and well-illustrated articles give a vivid picture of the endless diversity of peoples and countries.

Among the subjects covered in recent numbers were "Tribal Medicine," "The Conquest of the Desert," and "The Promise of Atom Power." Contributors have included Ritchie Calder, Aldous Huxley, and Bertrand Russell.

*The Unesco Courier* is a first-class professionally-produced magazine. Its subscription rate of 10s. for twelve issues includes a colour number.

UNESCO offers a free specimen copy to readers of *Public Service*. All members have to do to receive it direct from Paris is to fill in this coupon.

To the editor, "Public Service," 1 York Gate, Regents Park, London, N.W.1. Please order for me:

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\* Strike out if you want the specimen copy only.

NAME (capitals) .....

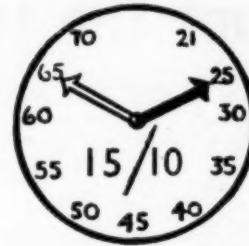
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# NOW IS THE HOUR!



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MATURITY VALUE.....

# Pretty girls aid our recruitment drive

THE PRETTY GIRLS are beginning to arrive at NALGO headquarters. Short and tall, blonde and brunette, they are coming as photographs entered for the *Public Service* competition, announced last month, for the prettiest girl to join NALGO each month during 1959.

This competition is part of the *Public Service* drive to help the Association reach its new target of 300,000 members.

Details, with entry forms, have been sent to all branch secretaries. A prize of £2 2s. will be given to the girl recruit selected as

## Must we be square?

ONE branch has criticised these competitions because they "can do nothing but bring ridicule and discredit to the Association."

But must a trade union always be solemn? Is it true, as Manchester's *Guild Journal* suggested last month, that "NALGO can only be described as cubic—that is, square however you look at it?"

We prefer to believe that even trade unionism can be fun sometimes. Help us to prove it—to show that NALGO, like the merry world, is round.

the prettiest in any month—with a special additional prize for the prettiest enrolled during the year as a whole.

Similar prizes are offered for the best-looking man to be recruited each month. So far, the men seem to be shyer than the girls—none had had the courage to enter up to the time we went to press.

But there is still time. Entries for the January competition will be accepted up to March 2 and for the February one up to March 30.

Two panels have been chosen to pick the winners. They are:

For the girls: A. E. NORTROP (President of NALGO); L. G. LAMBE (chairman of the N.E.C. public relations committee); W. C. ANDERSON (general secretary); and the editor of *Public Service*.

For the men: MRS. NORTROP, MRS.

ANDERSON; MRS. STROTHER (wife of W. Strother, N.E.C., a former President); and the assistant editor of *Public Service*.

We are also offering a prize of £2 2s. to the branch attaining the highest percentage of new members.

The last date for entries based on recruitment in January is also March 2, and the results of the first three competitions will be announced in the April journal.

At the end of the year, there will be a prize of £25 for the branch showing the highest percentage membership increase during the whole year.

## What branch magazines are saying

### Clean food!

THE public health inspector was horrified to see the girl in the bread shop lick her fingertips before handling a customer's loaf. He gave her a stern lecture on the importance of food hygiene and was gratified by the warm support he received from the customer.

As they left the shop and paused by the customer's bicycle, the latter confessed that this habit of the bread shop assistant had always disgusted him, but he had never dared to protest.

"If it wasn't for conscientious blokes like you going round," he declared, "some of these shops would have no standards of decency and cleanliness at all."

The public health inspector was filled with pride. "All part of the local government service," he said. "And very much appreciated, too," said the customer. Then he pulled the tissue off the bread, blew his nose on it and tossed it to the pavement, stuffed the loaf into his dirty saddle-bag on top of an oily rag... and pedalled away.—*THE WHEEL*, Wallasey.

### Definition

WHITLEYISM, like marriage, is a system of give and take—a partnership in which both parties prefer reasonable compromise to *Shylockism* or domination by either side.—A. G. W. in *NALGO JOURNAL*, Wiltshire.

### Make it work

The machinery of NALGO was constructed by very keen and dedicated local government officers, who struggled and endeavoured to produce the standards which we now enjoy. Conditions are for ever changing and, like the combine harvester, must be adapted to meet new fields. This delicate machinery, which stretches out to a quarter of a million members, has a small counterpart in each branch. Are we just oiling that machinery, are we just sitting by it, glad to have it, but just looking after it? Machinery is built to do the work, to save time, to bring a correct answer every time. It is no use whatsoever to have all the data on NALGO, and not to do anything about it. Some members would be quite pleased to pay their subscriptions every month to NALGO, have the prescribed number of meetings, plus the A.G.M. every year, and then leave it at that. In other words, just oil the works and

## DESIGN A NALGO POSTER!

This month, we offer prizes totalling £5 5s. (to be divided at the editor's discretion) for the best ideas for a recruiting poster likely to persuade non-members to join NALGO.

Posters should be eye-catching, persuasive, and suitable for display on branch notice-boards.

They can be pictorial, or letterpress, or both. Inability to draw is no barrier. Whilst we shall welcome finished posters, good suggestions capable of being drawn by a professional artist will stand an equal chance of a prize.

Entries, giving the entrant's name, home address, and branch, must reach the editor, *Public Service*, 1 York Gate, Regent's Park, London, N.W.1, by Monday, March 16.

have the machine standing there idle. By educating all members (and especially new ones) keeping them informed about every aspect, keeping them up to date, and producing results efficiently and quickly... then, and only then, will NALGO begin to grow strong.—*THE BUZZ*, Fleetwood and district.

### What can it be?

Hard and cold, ruthless yet clear,  
The demanding call sounds on the restless air.  
They stop, listening breathlessly;  
Eyes startled, afraid, peer anxiously  
Towards the source of that awful sound,  
The summons from which there is no escape.  
They stare at each other, they look away,  
Their thoughts in a tumult, in their hearts a prayer.

As one reaches forward a trembling hand  
To quell that long imperative call, she heaves  
A sigh of sorrow and despair, of impending doom.

Can it be...? It is! "Old—" wants a typist again!—"C" in *NALGO NEWS*, Norfolk.

### Other people's jobs

The... Assurance Co. Ltd., has vacancies for boys leaving school and men not exceeding 25 years of age. Candidates should possess a General School Certificate or a General Certificate of Education, with passes at "Ordinary" level in five subjects, including English and mathematics. Scale of remuneration rising to £1,025 per annum at age 38, with very good prospects of earlier promotion. Hours: 9.10 a.m. to 4.50 p.m.—5-day week.

Young ladies of good appearance who are attempting G.C.E. in at least English or mathematics are invited to apply for junior positions with a city Insurance Company. Commencing salary £305 p.a. at age 16; free luncheon vouchers and five-day week.

Bank with vacancies in Manchester and other areas invites young men of character and ability to apply for appointment to its staff: the appointments offer a progressive career with pension scheme. Salary scale: 16/17, £265 p.a.; £350 at 20; £640 at 26; and £840 at 31, with scope for additional merit increases. Applicants should be under 25 and should hold the School Certificate or an equivalent General Certificate of Education.—*THE GUILD JOURNAL*, Manchester.



# Let us make NALGO a trade union plus

The declaration of political independence implied in the recent majority vote against affiliation to the Trades Union Congress puts NALGO in an ideal position to study and pronounce upon matters of national importance, suggests "A.W.S." in this short but constructive and thought-provoking article.

WHAT is the real lesson to be learned from NALGO members' recent decisive vote against affiliation to the T.U.C.?

It is that, from now on, NALGO must be more than just a trade union.

Haggling over salaries—important as these are—is not enough. National negotiations have, in any case, taken the bite out of branch life, and have made the old type of branch obsolete.

Our next objective should be to make a new and original impact on politics. And the fact that we have, as an Association, demonstrated our political independence gives us an immense opportunity here.

There is in NALGO a wonderful diversity of professional and technical knowledge. Yet the Conference agenda and debates are little less than scandalous, reflecting only too plainly the lack of thought and study which sponsoring branches give to their notices of motion.

It should be the duty of the National

Executive Council to canalise the expert knowledge within the Association, for the education of public opinion and the guidance of the government. It should send to branches, once a year, a list of selected subjects of national importance for discussion. These should be referred, in the first instance, to branch study groups, which would examine the subject in detail, and refer their recommendations to their respective district committees, who would frame resolutions and recommendations for Conference.

What sort of subjects should branches study? Here are a few suggestions:

The struggle for superannuation for local government officers is part of the NALGO story. Now, when preparations are being made to develop a national superannuation scheme, NALGO should examine and pronounce upon the proposals of the rival political parties and, if necessary, prepare a national pensions scheme of its own.

Sooner or later, road, rail, and air transport

will be integrated. Transport members should be at work now on a transport policy.

The difference between English and Scots law should be examined, and recommendations made for embodying the best features of both into one national legal system.

Gas and electricity members may well have a common employer one day. If they want to share in moulding their own future, they should form joint study groups now to consider a NALGO fuel and power policy.

A NALGO policy on local government finance is long overdue. The useful articles which have appeared in *Public Service* from time to time could be printed in pamphlet form to provide a basis for study and ultimate formulation of policy.

## Danger of sectional growth

Finally, we should pay more attention to the sectional and professional societies associated with NALGO, and allot them seats on the district committees. In these days of national salary scales, members in similar occupations will tend more and more to get together in groups. NALGO would therefore be wise to offer the sectional and professional societies branch status, or its equal. Joint consultative committees are useless. The present policy—or lack of it—is encouraging the growth of what may eventually become rival associations, and members who are now paying subscriptions to NALGO and to their professional society may not be prepared to do so indefinitely.

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P.S.2/59



# Service conditions news

## Chief officers' pay claim heard by Industrial Court

THE DISPUTE on the chief officers' salary claim was heard before Sir John Forster, Mr. A. H. Mathias, and Mr. G. B. Thorneycroft at the Industrial Court on January 6.

The officers' side claim, designed broadly to restore the 1949-50 salary standards of designated chief officers (accountants and treasurers, engineers and surveyors, architects, and chief education officers) and of other chief officers, deputies, and senior officers graded on scales A-I, was first submitted to the authorities' side of the Joint Negotiating Committee on September 30, 1957. The scales claimed are set out below.

When the claim was before the J.N.C. on July 17, 1958, the authorities' side offered a 5 per cent increase from August 1, 1958, but would not agree to a major recasting of the scales. The officers' side refused, and was then invited to make a proposal on the basis that the local government structure should be reviewed, and that salaries should meanwhile be increased to take into account the cost of living increase since April, 1956. The officers' side said that it would accept an interim increase of 10 per cent on the understanding that the local authorities' associations would carry out the proposed investigation into the salary structure with reasonable speed. The authorities' replied, on September 10, by offering three possibilities—a 5 per cent increase pending a review of the structure, a 5 per cent increase in full settlement of the claim, or arbitration. The officers' side agreed, therefore, to take the claim to the Industrial Court.

### Eight main contentions

NALGO holds only two seats on the officers' side of the Joint Negotiating Committee, and is represented by WATSON STROTHER, N.E.C., and J. C. HAMILTON, chief organisation officer. The other seats are held by representatives of the appropriate professional associations. NALGO's legal officer, J. G. HALEY, was seconded to the officers' side to take instructions on the arbitration, and to retain counsel, MR. N. STODDON, to put the case.

The officers' case rested on eight main contentions:

that chief and senior officers of local authorities are highly qualified professional men who advise on and carry out the policy of their authorities in their various spheres. Their salaries should, therefore, reflect their professional qualifications and responsibilities; that the scales fixed in 1950—when scales for designated chief officers were introduced—

were low in relation to the qualifications and responsibilities of the officers and were agreed only in response to government appeals for moderation in wage and salary claims;

that, since then, the scales had been increased by between 13 and 23½ per cent only, compared with the 47 per cent increase in the cost of living. Moreover, staffs in subordinate posts to these officers in local government and comparable posts in other services had had much greater increases over the same period—31 to 50 per cent in the civil service, 50 to 63 per cent in the London county council, 39 to 54 per cent in the teaching service;

that the present scales for designated chief officers do not allow a proper differentiation for responsibilities between qualified professional assistants, senior assistants, deputies, and designated chief officers;

that the present degree of overlapping in the designated chief officers' scales, and the wide difference between minimum and maximum salaries for each population group, are unjustified;

that the present differentiation between the scales for town and district council clerks and those for designated chief officers have limited local authorities' discretion in fixing the relationship between their salaries;

that, as local authorities have usually had regard to chief officers' salaries when placing senior officers in the lettered grades, these scales should be improved to maintain the same relationship; and

that the authorities' offer of 5 per cent was "utterly inadequate," and the scales need to be completely revised.

Two appendices to the statement set out the original, present, and claimed salary scales for designated chief officers and for the "lettered" grades respectively, and showed the increases claimed at the minimum and maximum of each population group or grade, expressed as a percentage of both the original salaries and the present scales. Compared with the present scales, the proposed increases for designated officers varied between 28.4 and 58.1 per cent at the minima of the grades and between 20.8 and 23.9 per cent at the maxima, and for officers on grades A-I between 25.9 and 26.9 per cent at the minima and between 22.1 and 23.5 per cent at the maxima.

A third appendix quoted examples of increases already granted by some local authorities to their chief and senior officers, pending the result of the present claims, to maintain their position in relation to subordinate staffs whose salaries were increased by the award of the National Joint Council in September, 1957. These increases ranged mostly between 7½ and 12 per cent, though one borough council had increased the salary of its borough treasurer by more than 20 per cent, from £2,300 to £2,800.

### Authorities 'alarmed' at claim

The case for the authorities was put by R. E. GRIFFITHS, secretary of the Local Authorities' Conditions of Service Advisory Board, who said that the authorities regarded the size of the officers' claim as "absolutely alarming." They challenged the contention that the officers' side had leeway to make up when the scales were introduced, and would not accept that there was any justification for re-opening the question of salaries before the last settlement. They did accept, however, that existing relationships between the officers within the purview of the J.N.C. should be broadly

### DESIGNATED CHIEF OFFICERS

Population range (in 000's)	Minimum Salary between		Increments	
	Present	Proposed	Present	Proposed
Up to 10	£740 and £925	£950 and £1,170	2 x £65; 1 x £55	3 x £60
10-15	£740 .. £1,050	£1,170 .. £1,320	2 x £65; 1 x £55	3 x £60
15-20	£925 .. £1,235	£1,300 .. £1,535	2 x £65; 1 x £55	3 x £60
20-30	£990 .. £1,350	£1,400 .. £1,670	2 x £60; 1 x £55	3 x £60
30-45	£1,115 .. £1,570	£1,600 .. £1,900	3 x £60; 1 x £55	3 x £75
45-60	£1,295 .. £1,735	£1,800 .. £2,185	4 x £55; 1 x £55	3 x £75
60-75	£1,515 .. £1,955	£2,075 .. £2,455	4 x £55; 1 x £50	3 x £75
75-100	£1,625 .. £2,175	£2,250 .. £2,800	4 x £55; 1 x £50	3 x £100
100-150	£1,845 .. £2,395	£2,550 .. £3,250	2 x £105; 1 x £60	3 x £100
150-250	£2,065 .. £2,605	£2,825 .. £3,575	2 x £105; 1 x £55	3 x £100
250-400	£2,340 .. £2,865	£3,250 .. £3,900	3 x £105	3 x £100
400-600	£2,445 .. £3,075	At discretion	At discretion	3 x £100
Over 600	At discretion	At discretion	At discretion	At discretion

### GRADES A-I

Grade	Minimum Salary		Maximum Salary		Increments (No change proposed)
	Present	Proposed	Present	Proposed	
A*	—	—	1,320	1,615	—
B*	—	—	1,405	1,720	—
C	1,295	1,630	1,515	1,850	55
D	1,405	1,770	1,625	1,990	55
E	1,515	1,910	1,735	2,130	55
F	1,625	2,055	1,900	2,330	55
G	1,790	2,270	2,065	2,545	55
H	1,955	2,400	2,230	2,755	55
I	2,065	2,615	2,340	2,890	Not less than 55

\*N.B.—Grades A and B increased by £60 and £35 respectively from September 1, 1957.

maintained, in that general overall percentage adjustments in pay levels for the chief officers' posts should be applied to the "lettered" scales.

The main points stressed in the authorities' case were:

that the 1956 agreement was final and up to date when it came into operation on April 1, 1956, and the only factors now to be considered, therefore, were changes in circumstances since that date that would justify an increase in the salary ranges and scales; that movements in the index of retail prices since April 1, 1956, did not justify the increases claimed by the officers' side; that salary movements generally since then gave no grounds for substantial salary increases at present; and that there was still need, in the economic interests of the country, to restrain inflationary impulses, and therefore to ensure that pay increases did not keep pace with rises in the cost of living.

Although, Mr. Griffiths continued, the authorities believed that there was no case for considering circumstances before the 1956 agreement, they nevertheless claimed

the two sides was whether the officers could justifiably refer back to the 1950 agreement. The officers thought that they could: negotiations on the original scales for the designated chief officers had begun early in 1949, but had remained at a standstill for many months because the officers' side did not consider that the authorities' offer adequately reflected the professional skill and administrative experience required for the posts. The scales had eventually been accepted "reluctantly" because—and this was recorded—the Joint Negotiating Committee had had prominently in mind the prevailing economic situation in the country, the White Paper on Personal Incomes, Costs, and Prices, and the appeals made by various government spokesmen for moderation in salary and wage claims.

"This statement," the officers' case stressed,

## LOCAL GOVERNMENT

# Improved gradings for librarians and youth employment officers

by G. H. NEWMAN

## CLERICAL DIVISION

### EXAMINATION

The next Clerical Division examination will be held on June 8 and 9, 1959.

Applications to sit, which must be made on the prescribed form obtainable from the address below, must be received by the Secretary not later than **March 1, 1959**. Late entries will not be accepted. Entry fee three guineas.

Copies of the Regulations and Syllabus may be obtained from the Secretary, price 9d., post free.

## Local Government Examinations Board

41 Belgrave Square, London, S.W.1.

that, on average, salary increases granted to chief officers since 1950 and from earlier dates had been at least comparable with those granted in other employment over a wide field.

This contention was supported by the results of a sample survey of 174 varied authorities, which showed, *inter alia*, that the maximum salaries paid to chief officers had been increased since April, 1946, by averages of 82 per cent for clerks, 80 per cent for designated chief officers, and 88 per cent for other senior officers.

The case also compared the percentage increases granted to chief officers since 1939 and 1946 with those granted to higher civil servants, teachers, and the A.P.T. staffs of local authorities, to show that chief officers had not fallen behind these other groups.

It pointed out that the claim covered some 9,000 officers, and stressed that the resources of some of the local authorities which would have to meet the cost of any increases awarded were limited: in more than 500 of them, for example, the product of a 1d. rate was less than £500.

Mr. Stogdon, for the officers, countered this point by saying that very small authorities would be unlikely to have more than one officer affected by the claim.

But the real bone of contention between

THE National Joint Council met on January 21. Among matters dealt with, in addition to the general salary claim (a full report on which is published on page 36), were:

### Grading of special classes

(a) **Library staffs:** After further discussion in the grading sub-committee on the proposal of the staff side for an amendment of the current grading of librarians under paragraph 21(8) (xv) (a) from APT I to APT II where a staff of three whole-time officers are supervised, the Council agreed that, as from April 1, 1959, a post occupied by a chartered librarian in charge of a branch or district library, or in charge of a department of a library, and supervising a staff of six other whole-time officers or the equivalent shall be graded APT II. Officers regraded from APT I to APT II are to be assimilated on April 1, as follows:

Salary on APT I	Salary on APT II
£	£
575	725
605	
635	
665	
695	755
725	785

except that where, in accordance with the foregoing table, the salary increase on assimilation would exceed £60, the actual amount of such increase shall be £60, the balance accruing as from October 1, 1959.

(b) **Youth employment officers:** The National Council received a report of the resumed consideration by the grading sub-committee of the proposals of the staff side for the grading of youth employment officers, and decided that, as from April 1, 1959, their grading shall be:

School leaving population	Grade
Under 750	APT I
750 and over	APT II or such higher grading as the employing authority may determine.

The new regulation supersedes the current one, which provides for APT I to be applied where there are under 900 school leavers and APT II or such higher grading as the employing authority may determine where the school leaving population is 900 and over.

Officers regraded from APT I to APT II are

"coupled with the long period before the chief officers reluctantly accepted the scales offered, clearly demonstrates that these scales provided less than the salaries to which these officers were justly entitled. From that time onward . . . the salary scales of the designated chief officers have always been appreciably lower than they should have been."

The officers' claim took in relevant factors to September, 1957—the date on which the claim was submitted to the authorities' side—and it was therefore submitted on their behalf that any award should be retrospective to that date. In the event of the award not being made retrospective, a special plea was made on behalf of those officers approaching pensionable age whose pensions would be affected by the operative date of any award. For the authorities, Mr. Griffiths asked the Court to bring its award up to date.

When this journal went to press, the award of the Court was still awaited.

to be assimilated on April 1, as follows:

Salary on APT I	Salary on APT II
£	£
575	725
605	
635	
665	
695	755
725	785

except that where, in accordance with the foregoing table, the salary increase on assimilation would exceed £60, the actual amount of such increase shall be £60, the balance accruing as from October 1, 1959.

The Council noted that consideration was now being given by the associations of local authorities concerned to the question of the qualifications and training of youth employment officers, and recognised that, after the associations' review, it might be appropriate that the Council's provision with regard to the remuneration of these officers should be further examined.

(c) **Social welfare and mental welfare officers:** Consideration has been deferred of staff side proposals for the grading of posts occupied by social welfare and mental welfare officers, in view of the proposed legislation relating to mental health and welfare and the expected report of the committee appointed by the Minister of Health to consider the recruitment and training of social workers at all levels in local authorities' health and welfare services.

### Registration officers

A report of the registration officers sub-committee was received on the consideration of the claim of the staff side for a revision of the salary scales applicable to officers employed in the registration service. The employers' representatives had indicated their view that there had not been any changes in circumstances sufficiently material to justify the revised gradings proposed. The staff side had amplified the factors which, in its view, supported the claim, but it had been decided to adjourn consideration of the matter generally to enable the staff side to have further consultations.

### P.H.L.s—industrial plusage

The Council approved applications received from Aldridge, Elland, and Sowerby Bridge



urban district councils to pay the industrial plusage of £40 to their public health inspectors. It also granted Manchester corporation permission to continue payment of the special additional plusage to those of its public health inspectors who were in post on October 1, 1958, until November 30, 1959.

### Special leave of absence

The Council agreed that the three additional working days' leave granted to officers who, immediately prior to the commencement of the leave year, have had not less than 10 years' continuous service in one or more local authorities, shall not be taken into account in assessing the leave to be granted to **volunteer members of the auxiliary forces** for the purpose of attending training camps.

### Road passenger transport staffs

Following negotiations in the transport advisory committee on proposals submitted by the staff side, the Council agreed that the plus payment for inspectors engaged on night work shall be increased from £30 to £75 a year as from February 1, 1959. It also agreed that those foremen permanently engaged on night shift

## PENSIONS

### Counting non-contributory service

**MEMBERS** wishing to count non-contributory service for superannuation may not always realise that, once the local authority has decided how it shall be reckoned and the member has retired, the decision cannot be varied.

It is essential, therefore, that if officers wish to count non-contributory service, they must make representations to their authority before the council makes its final decision.

work and who, under the existing provision, have been graded one grade higher than the corresponding post in which day work is normal shall, from February 1, 1959, also receive the plus payment of £75 a year instead of the current provision. In the case of both inspectors and foremen, the night work rate is to be paid in respect of complete shifts worked between 8 p.m. and 6 a.m.

The conditions of service of road passenger transport staffs have been reviewed by the National Council following proposals made by the staff side and the recent review of the Charter. As a result, the booklet has been redrafted with amendments and revisions incorporated, and, where appropriate, brought into line with the provisions of the national scheme. A revised edition of the "White Book" will be issued shortly.

### Staffs of children's homes, etc.

The salary claims submitted on behalf of staffs of children's homes and residential establishments are still awaiting consideration.

## 73 COUNCILS NOW WORK A FIVE-DAY WEEK

**SEVENTY-THREE** local authorities in England and Wales now operate a five-day week for most, if not all, of their staff. These comprise 18 county councils, eight county boroughs, 17 borough councils (including three metropolitan boroughs), 16 urban and ten rural district councils, two river boards, and two water boards.

Another 647 councils operate a Saturday morning leave scheme. These mostly allow one Saturday off in two (306 councils), one in three (179), or one in four (122). The remainder vary between six off in seven to seven off in a year.

# TREES IN TOWNS



**FIGS** in Westminster, mulberries in Greenwich, magnolias in Oxford; or hedgerow oaks preserved in Bracknell new town—wherever they are, trees add beauty and character to bricks and mortar.

With little expense, they can improve the look of a town by hiding ugly land, screening factories and bus stations, and cutting off noise and the glare of headlights from busy traffic centres. They bring an air of peace and calm to the most crowded street, and add a living quality to the hard surfaces and angular shapes of roads and buildings.



All credit, then, to the Ministry of Housing and Local Government for publishing its 83-page handbook, "Trees in Town and City" (H.M.S.O., 7s. 6d.). Attractively produced, and illustrated with more than 100 excellent photographs, it gives useful advice and suggestions on tree planting and conservation to all who are professionally concerned with landscape development and town planning.

As the introduction to the handbook points out, it is easier to appreciate trees that are already fully grown than to envisage, before planting, the effect of a tree or cluster of trees on the surrounding buildings in thirty to fifty years' time. The first chapter, therefore, describes and comments on the effectiveness of some of the tree arrangements in towns today. How the single sycamore in Oxford's famous "High" adds "a simple but definitely natural touch to the long sequence of distinguished buildings." How a mixed coppice preserved in Crawley new town serves as a counterpoise to factories in the industrial area.

Planning for the future involves preserving existing trees from gardens or open country in re-developed or newly developed areas; fresh planting in treeless areas, or where old trees must be replaced; and deciding when and where trees should be thinned or felled. The second chapter deals with these points, and the photographs illustrate the guiding principles and practical suggestions given. For example, in busy streets where large close-set buildings present a high and continuous façade, trees will not hold their own if they are separate and

small or spindly. But, grown freely in a group, in a space which breaks into the façade, their effect is most refreshing.

Four points are listed for consideration in redevelopment areas:

Interesting effects can be achieved by some concentration of big trees into suitable spaces and the use of carefully chosen smaller species in narrow streets.

Healthy trees which get in the way of redevelopment need not be doomed. It may be practicable to move them to better positions. The layout and landscape of the long-term future can be planned, at least provisionally, and trees planted where they will ultimately stand. To establish a pattern of trees is a good way to begin the transition to a new environment, and justifies taking the risk that there may be a change of plan.

Finally, tree planting is an inexpensive way of improving towns.

Choice of trees is necessarily restricted by the kind of soil, climate, and atmospheric conditions in the area, as well as by planning considerations. The third chapter, on the choice and care of trees, recognises this, but urges that preconceptions on "town" and "country" trees do not dictate the choice.

"When the conditions of the particular site have been studied in relation to the effect that is wanted, the right kind of tree can be chosen for each spot. There it should be used exclusively; grouping with potential competitors of other kinds is best avoided."



Three of the photographs, showing badly mutilated street trees, with ugly stumps and a fuzz of branches at the tops, graphically illustrate the harm done by bad pruning.

The book concludes with a comprehensive list of 136 trees which can be used in the average British town, together with their descriptions, cultural notes, botanical names, and principal characteristics. It also includes a useful bibliography, listing titles ranging from tree cultivation to town planning.

Mr. Henry Brooke, the Minister of Housing and Local Government, writes, in a foreword to the book, "Hardly a street could not be improved, if someone would give thought to planting the right trees in the right places." This book tells town planners how best to do it.



# SERVICE CONDITIONS REVIEW

Service conditions developments in all services are summarised below. Members will find details of those in their own service on preceding pages.

## LOCAL GOVERNMENT

A CLAIM for salary increases, ranging from seven to nine per cent for administrative, professional, clerical, miscellaneous and transport staffs in local authorities in England and Wales was considered by the National Joint Council on January 21. The employers are to consult with their provincial representatives, and hope to discuss the claims at a meeting of the Council's executive committee on March 18.

The claim seeks to abolish the general division; to increase the higher general division to aid recruitment of junior staff; and to increase clerical and APT scales to restore some of the differentials for posts of higher responsibility.

The scales claimed are:

**Higher general division:** £245-£600 (with an extra £30 increment in recognition of long service, merit, or ability for unpromoted officers. (The extended higher general division scales would also be appropriately revised.)

**Clerical division:** I £600-£690; II £690-£780; III £780-£885.

**A.P.T. division:** I £630-£780; II £780-£920; III £920-£1,120; IV £1,120-£1,270; V £1,270-£1,450.

**Miscellaneous:** I £440-£480; II £480-£540; III £540-£600; IV £600-£675; V £675-£750; VI £750-£825.

**Transport—Inspectorate:** I £610-£630; II £660-£680; III £685-£705; IV £705-£730; V £730-£755. **Foremen:** I £540-£560; II £580-£600; III £620-£640; IV £675-£695; V £705-£730; VI £740-£765.

The N.J.C. also agreed to:

increase the grading of **chartered librarians** holding posts in charge of branch or district libraries, or of a department, and supervising six whole-time officers, from APT I (£575-£725) to II (£725-£785) from April 1, 1959;

grade **youth employment officers** on APT I for a school-leaving population of under 750, and APT II or higher for 750 and over, from April 1, 1959. (The population limit was formerly 900.)

allow the £40 industrial plusage to be paid to **public health inspectors** in Aldridge, Elland, and Sowerby Bridge urban district councils, and to extend payment of the special additional plusage to **Manchester public health inspectors** in post on October 1, 1958, until November 30, 1959.

## HEALTH

THE administrative and clerical staffs' Whitley Council has accepted a recommendation of the special investigating committee that there should be **three new grades** above higher clerical for general grade officers in **executive councils, dental estimates boards, joint pricing committees and the Drug Accounts Committee**. They are **executive officer I** (£750 x 30-900); **executive officer II** (£845 x 35-950 x 40-1,070); and **senior administrative officer** (£1,000 x 40-1,240). Grade D officers will normally go to the E.O. I scale, grades E and F. to E.O. II, and G to senior administrative.

The salaries of all **special grades** in the A. & C. Council (except store-keeper clerks, whose salaries it is proposed should be revised in keeping with the scales for the new clerical and higher clerical grades) will be increased by **four per cent** from November 1, 1958.

Professional and Technical Council "A" have agreed new **sessional fees** for part-time chiro-

podists employed by hospital and local health authorities.

**London weighting** is to be paid to the following part-time staff employed by hospital, local health, and local education authorities: **almoners, occupational therapists, orthoptists, physiotherapists, psychiatric social workers, remedial gymnasts, speech therapists, and therapeutic dieticians**, who are employed for not more than four sessions per week, and to **radio-graphers** employed for not more than six half days or three whole days per week.

The salaries of **regional hospital board works organisation professional and technical staffs** earning up to £1,235 a year have been increased by **four per cent** from November 1, 1958.

**New scales for hospital engineers**, based on a general **four per cent** increase, take effect from November 1, 1958.

The Pharmaceutical Whitley Council has agreed to increase the salaries of **hospital pharmacists** by **four per cent**.

The Nurses and Midwives Council has agreed that the **training allowances** for **pupil midwives** should be increased to £394 for S.R.N. or R.S.C.N., £368 for S.E.A.N. first period, and £378 for S.E.A.N. second period.

The new salary scale for **assistant matrons of maternity hospitals** (training) of 100 beds and over is £679 x 21(6) x 5-£810.

## ELECTRICITY

The national service conditions sub-committee (electricity) has set up a small sub-committee to consider the district suggestions

that are to be borne in mind during the proposed review of the electricity supply (staff) superannuation scheme.

A review of the **managerial grades salary agreement** is being made by the associations (including NALGO) represented on the National Joint Managerial and Higher Executive Grades Committee.

## GAS

The Gas Council's proposals for new **compensation provisions** will be considered by the National Joint Council on February 25.

## TAX RELIEF FOR SUBSCRIPTIONS

**MEMBERS** of certain learned and professional societies are eligible for tax relief under section 16 of the Finance Act, 1958, in respect of the subscriptions they pay.

No list of approved societies is to be published, but societies given approval have been asked to tell their members eligible for such tax deduction to get in touch with their own tax districts.

## NALGO TO SEEK PENSION INCREASE

DESPITE the unfavourable attitude of the government towards a further increase in public service pensions at present—twice recently government spokesmen in Parliament have said that there is no case yet for fresh legislation—NALGO is to seek an increase. It will do so mainly on the grounds that the cost of living index has risen by ten points since the last Pensions (Increase) Act was passed in 1956. As on past occasions, NALGO will act independently and through the Trades Union Congress local government advisory committee.

# YOUR PAY—and other people's

## PAY AGREEMENTS

Employees concerned	Percentage increase	Operative date	Date of previous increase
Covered by NALGO			
National Health Service: Various technical and professional staff	4%	Nov. 1 1958	Various
Hospital engineers	4%	Nov. 1 1958	July 1, or Oct. 1, 1957
A & C—special grades	4%	Various	
Local govt. (Scotland):			
Sanitary inspectors	Up to 8%	Nov. 16 1958	Dec. 1, 1957
Inspectors of weights and measures	Up to 5½%	Nov. 16 1958	Dec. 1, 1957
†Milk officers	Approx. 10%	Nov. 16 1958	Dec. 1, 1957
Company transport (Scotland):	3s.—10s. a week	Dec. 1 1958	Sept. 1, 1957
* Metropolitan Water Board:			
Chief officers	Approx. 6%(A)	July 1, 1957	Oct. 1, 1954
Deputy chief officers	Approx. 6%(A)	July 1, 1957	July 1, 1955
Not covered by NALGO			
Teachers	5%	Jan. 1, 1959	Oct. 1, 1956
* Staff covered by Southbury scales	5%	Jan. 1, 1959	Oct. 1, 1956
Civil Service (up to £2,050)	3½%	Dec. 1, 1958	July 1, 1957

## RECENT PAY CLAIMS

Employees concerned	Claim	Date of previous increase
<b>Covered by NALGO</b>		
Local government staff	7-9%	Sept. 1, 1957
New towns staff	General increase	April 1, 1958
National Health Service Nurses	5% cost of living	July 1, 1957
<b>Not covered by NALGO</b>		
Civil Service—clerical officers	Revised scales following report of Pay Research Unit, going to arbitration.	July 1, 1957
London Transport Country busmen	2s. per week to overtake recent 7s. increase to employees of private and municipal undertakings.	July 2, 1958
Electricity manual workers	Consolidation of 2½d. per hour "productivity allowance" into basic wage and additional 2d. per hour (Boards refused to make an offer).	of March 1, 1957

Notes: (A) denotes settled at arbitration; † means that agreement has been reached by a negotiating committee, but is subject to approval by a government department; \* means that, although NALGO has members among the staffs concerned, it is not on the negotiating body.

# Readers' Forum

## APPOINTMENT AND PROMOTION

### Policy "due for overhaul"

THE RECENT discussion in *Public Service* of the appointment of ex-regular members of the Forces to local government posts spotlights a weakness in NALGO's policy on appointment and promotion of officers.

The conditions safeguarding the fairness and impartiality of the manner in which senior officers are appointed have long been due for overhaul. Oh! I know that vacancies must be advertised and that selection is made by a democratically elected committee of councillors. But let us take our tongues out of our cheeks and be honest about it. We old hands

LETTERS for the March journal should reach the editor, 1 York Gate, Regents Park, N.W.1, by Friday, February 20. Names and addresses, not necessarily for publication, must be given as a sign of good faith.

know a little about how short lists are selected. And the chief—dare I say member?—who will boast of his skill in steering his own nominee or protégé or first choice past the committee is not such a rare bird that he needs protection.

Nepotism is an ugly brute to tame, whether it wears the sable coat of family ties, the off-white hide of a benevolent—if misguided—helping hand, or the murky spots and stripes of a common party political inclination, a similar religious persuasion, or membership of the same lodge or brotherhood. At no form of gymnastics is the human mind more agile than in rationalising what it wants to do. We tend to see the good in the man we would prefer, and to look for the defects in the man who may suffer hardship by that preferment, until we end by being sure that the former is indeed the right man for the job and the latter quite unsuitable. What safeguards are needed?

Shall we let promotion depend upon seniority? Heaven forbid! Enough boneheads and window-dressers reach the top without making it automatic. Shall we take for our example a senior branch of the public service, and make the appropriate paper qualification plus an approved number of years of experience the prerequisite to attendance before a promotion board? Here we are on safer ground. Opinions will vary within NALGO. I offer my own suggestions:

1. Where statutory qualifications do not exist, approved qualifying examinations for all local government posts shall be agreed, and the duties of those posts defined. All candidates for such posts shall thereafter hold the appropriate qualification, and on appointment shall be entitled, under the direction of the chief officer of the officer holding the post to perform, after obtaining the required qualification.
2. All candidates for the post of deputy chief of a department must hold the appropriate qualification and have had not less than seven years' experience, within the local government service, of the duties which that qualification entitles him to perform, after obtaining the required qualification.
3. All applicants for the post of chief or senior officer of a department shall fulfil similar conditions to that for deputies in (2) above, but with a qualifying period of experience of not less than 12 years, of which at least three have been as deputy.

4. Where local authorities or departments become redundant (as doubtless some will under the 1958 Act), senior officers who cannot be absorbed into the duties for which they are qualified and experienced within the meaning of 1, 2, and 3, above, shall be given adequate compensation for loss of office without option of other employment.

5. Variations from the above shall be permitted only by the unanimous or substantial majority approval of the staff side of the appropriate provincial Whitley Council, who shall be empowered to hear representations from all the officers concerned (i.e. candidates and members of the staff of the department in which the vacancy arises.)

Items 4 and 5 would require letters on their own, but I foresee much heart-searching when the new boundary commission gets busy. It is not only the position of the redundant officer which must be safeguarded, but that of those who may not be redundant but will be baulked of progress to accommodate the man who is. Shall we see town clerks become public relations officers or borough engineers as housing managers?

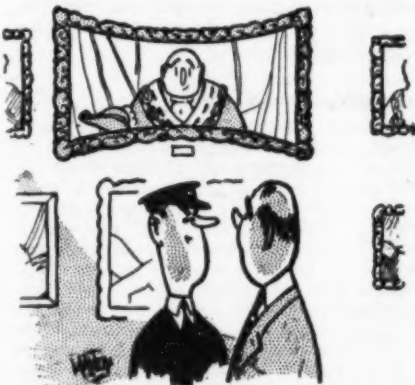
Point 5 would be only a small step in a sphere which must be widened in the public service. Employees in industry and commerce are beginning to have a voice in the organisations they serve. Local government officers can become the pawns in a game played by the only man the committee meets, the chief.

But perhaps we are asking for the moon. The exalted status of not a few public officers is due to their cultivating the right people rather than acquiring the right knowledge. I know of one situation in which a man with only clerical and administrative qualifications was steered into a technical post over the head of a man who had spent half a working lifetime preparing himself for just such a position, and had achieved something of a reputation in this sphere outside the service. That is stealing: we must devise some means of protection.

'HYGEIA'S MINION'

### "Stop this hypocrisy"

RECENTLY, I attended an interview for an A.P.T. III post. There were six on the short-list; three fully qualified, one partly qualified, and two unqualified. A member of the existing staff who was unqualified and, I understand, not exempt under paragraph 28 of the Charter, was appointed over an officer in the same department who was fully qualified. The partly qualified officer and the remaining unqualified



"Quite definitely the influence of the cinema!"

man were both protected under paragraph 28. Here, therefore, in my opinion was a flagrant breach of the Charter, against which there appears to be no remedy. The Charter is not a statutory document and cannot be enforced at law. This means that a local authority can appoint whom it wishes, qualified or unqualified, subject to any statutory requirements. In this case, the person appointed may have been the best man for the job; if so, it was clearly in the authority's interest to appoint him.

NALGO has used the cliché, "qualified service" to obtain better salaries. But for whom? For the unqualified? It is time that the N.E.C. stopped its hypocrisy and admitted frankly that, under present conditions, it can do no more than pay lip service to the concept of a qualified service.

'DISILLUSIONED BUT HOPEFUL'

### "Promote on ability"

WE NOW LIVE in an age of examinations. At least, some of us do. The fortunate ones are the older local government officers who, having gained promotion many years ago, can now, when the occasion arises, progress to higher grades without the necessary qualifications. The unfortunate ones are the younger and newer entrants to the service, who must have certain qualifications before they can be promoted from one grade to another.

This seems to be most unfair. What is good for one should be good for another. Therefore no officer, young or old, should be promoted until he has the necessary qualification. And those already on the higher grades should be frozen in their present grade until they are qualified.

A more acceptable alternative, perhaps, would be to return to the earlier system of promoting officers on ability and, sometimes, length of service. Local government has apparently been run smoothly enough over the years by these "unqualified" officers. Some people might view this as a retrograde step. But, let's face it, local government wants the cream of school-leavers, and a highly qualified staff, but it is not prepared to pay for them.

G. A. WARE

57 Dale Street,  
Nunery Lane, York.

### "Administrative staff ignored"

THERE is more to the promotion problem than qualifications. Much depends on being in the right department. Generally, large departments have a realistic promotion ladder; smaller departments, lacking aggressive chief officers or powerful committee representation, are left out in the cold so far as adequate grading for senior staff is concerned. Usually, there is no recognised or designated deputy for the chief officer, although his duties still have to be carried out when he is away.

Furthermore, it appears that the N.E.C. and the provincial education committees are ignoring the problem of adequate salaries for qualified administrative staff. These might reasonably be assessed on the same basis as are the special grades for finance staffs, giving a scale of £750 x 40—£1,030. This would not be inappropriate—considering the number of finance posts which are filled by semi-qualified staff—and administration, with its impact on the committee work of employing authorities, is at least as important as the ability to deal with financial data. The scale suggested would also approximate to the recently agreed health service general administrative grade.

R. W. JONES

Children's Department,  
Broughton Road,  
Salford, 6.



## LOCAL GOVERNMENT PAY

### What shall he tell his students?

MY FRIEND and I went to the same school. We passed the same examinations (not many). When we left school, we went our separate ways—I into local government (maximum salary, without further qualifications, £560), my friend into an insurance office (salary £828, free pension scheme, regular bonuses, housing loans at 2½ per cent, and every chance of promotion).

I followed the advice of a colleague, who has had 35 years' local government service, and took a part-time job as a teacher in the local evening institute. (It is surprising how many local government officers have to rely on other sources of income to augment their salaries.) Now, if my students should ask my advice about a career, I can truthfully tell them that local government is interesting and essential. But what else can I tell them?

SIC EST VITA

### LOGOMIA knew!

HAVING decided to insure my life, I asked several companies for quotations, including LOGOMIA. In each case, I gave my age, but did not disclose my salary. Every com-

The official cost of living figure stood at 110 at December 16 (January, 1956=100), the same as at November 18. Calculated on the old basis (June, 1947=100), the figure is now 169.

pany, except LOGOMIA, pointed out the saving I should make, assuming I was paying tax at the standard rate. But LOGOMIA realised my true financial position, and pointed out the saving when paying tax at 4s. 9d. in the pound! A sad reflection on the lot of the local government officer.

DAVID L. PUGH

Gloucestershire.

## N.H.S. DESIGNATED GRADES

### Two years since last pay increase

THE TABLE published on page 357 of the December number of *Public Service* recorded the date of the last salary increase awarded to designated officers in the national health service as October 1, 1957. That increase applied only to designated officers earning £1,200 or more. Many such officers receive much lower salaries and their last increase took effect on January 1, 1957.

R. J. CONNELL

Finance Officer,  
Epping Group H.M.C.

Mr. Connell is right, of course. The staff side is now seeking an interim increase for designated officers earning less than £1,200, pending the agreement of new salary scales for all designated grades.

## NEW HEALTH SCALES

### Members worse off

AS A RESULT of the ending of regular overtime in the national health service, three members of my branch are worse off by some ten shillings a week, despite the claim that there would be "no loss of take-home pay," and despite the accepted principle of "no detriment" to existing staffs. Before the new scales were introduced, they received pay for four hours' compulsory overtime; and one young man, whose take-home pay between July 8 and November 30, 1958, was £6 16s. 1d. a week, now receives only £6 4s. 11d.

NALGO had no mandate from my branch to throw away the principle of overtime; and the fact that, in some cases, scale increases over two years do not cover the loss of overtime pay condemns the action. Most members would

have been better pleased with a three per cent increase in the scales and retention of overtime.

J. F. JENNER

Cuckfield Hospital,  
Haywards Heath,  
Sussex.

The staff side's mandate was to get the best possible terms—and that it did. The management side made abolition of the extended working week and regular overtime a condition of the introduction of improved salary scales. Had the staff side not accepted this condition, the management side would not have made an offer which could be taken to arbitration. The staff side had great difficulty in getting take-home pay protection (as defined\*), especially the agreement that officers should retain overtime pay and extra duty allowances paid to them between July 1, 1958 (the effective date of the new salary scales) and December 1, 1958 (when most employing authorities started paying the new rates). It is regretted that some members are now receiving less pay than they would have received had they continued to work overtime, but ultimately all staff will be better off under the new scales.

(\* "Take-home pay" for officers who, immediately before July 1, had been regularly working an extended week was defined for the purposes of the agreement as their "average remuneration, including extra duty allowance, during the three months before July 1, 1958." For officers who had regularly been working overtime, "take-home pay" was to "include payment for regular overtime not exceeding four hours per week based, in normal cases, on the average for the twelve weeks before the introduction of the new scales.")

## HEALTH SERVICE LEAVE

### No extra days yet

MISS MARJORIE ATKINS pointed out in her letter in the December number of *Public Service* that local government staffs are to get three days' extra leave after ten years' service. How many members know that electricity boards' staffs on the lowest grade receive, if they are over 21, three weeks' leave (on a five-day week) with an extra day for each complete year after the first, to a maximum of three extra days after only four years' service? Meanwhile, health service members are told that NALGO will continue to press for improvements in annual leave! A hefty kick would be more effective.

R. S. WILSON

Baldon Road,  
Bradford, Yorks.

## EARLIER RETIREMENT

### "Advantage to all"

I AGREE with those who think that our negotiators are not pressing strongly enough for voluntary retirement at 60, irrespective of length of service—particularly for those who can no longer cope with everyday problems. I would have thought the amendment could be of advantage to both employer and employee.

A. B. GRIFFITHS

4 Priory Avenue,  
Shenfield, Essex.

## Combating mental strain

I FIRMLY believe that local government officers should be allowed optional earlier retirement at approximately 60 years of age, so long as they have 35 years' service to their credit. This would bring us into line with civil servants, bank officials, some professional bodies, and certain other classes of employees whose duties call for mental and physical effort. In some cases, the strain imposed on them could jeopardise their ultimate retirement at 65. Chief officers cannot always exercise their goodwill where requests are made for a change of duties, because the officer's long experience is valuable and not easily replaceable.

A. B. W. D.

## NANCY DIDN'T KNOW

In a quiz on the B.B.C.'s "Woman's Hour" on January 14, NANCY SPAIN confessed that she had never heard of NALGO. The Association's P.R. department promptly told her in the following lines, which were read in full on "Woman's Hour" on January 26:

*The memory of Spain  
Rarely operates in vain  
At recalling "Foolish Things" she's a hidalgo\*  
But it really lost its power  
When quizzed on Woman's Hour  
And she didn't know what mean the letters  
"NALGO."*

*Every hour of every day  
With little thanks or pay  
NALGO's members work for Nancy and her  
mates  
All quarter million of 'em  
—though Nancy may not love 'em—  
In the union of the chaps who spend her rates.*

*In hospitals and clinics  
Staffing libraries for cynics  
—Where the books of Spain are always in demand—  
Building schools and homes and highways  
Lighting streets and draining byways  
—They're ever there to lend a helping hand.*

*The gas you boil your tea with,  
The light you need to see with  
—there's a NALGO man behind it every minute:  
Running buses, planting parks,  
Protecting you from pests and narks—  
Every health and welfare service, NALGO's in it.*

*So when, dear Nancy Spain,  
You hear NALGO's name again,  
Don't forget your health and happiness it's guarding  
Every member willing servant  
Of the nation, keen and fervent,  
To help you and everybody—just ask Harding.  
\* U-type Spanish.*

## MEMBERSHIP INCREASE

### Bank staffs' union, too

MAY I congratulate NALGO on its splendid increase in membership since 1946. It is good to see black-coated unions attaining higher membership figures.

In the banking sphere, we have not, of course, anything like the same potential, but in the same period (i.e. since 1946) we can show an increase of 98 per cent, and our membership is now more than 50,000—this despite lack of recognition, except by Barclays Bank, the National Bank, and one or two other smaller institutions.

In the Trustee Savings Bank sphere, where we are recognised, we have a very substantial membership. More power to your elbow.

T. G. EDWARDS

General Secretary,  
National Union of Bank Employees,  
28 Old Queen Street,  
London, S.W.1.

When we claimed, last month, that NALGO's 86 per cent increase in membership since 1946 exceeded that of any other major trade union, we were thinking of unions with 200,000 or more members. That claim holds good, but it in no way detracts from the outstanding progress made by N.U.B.E., whose congratulations and good wishes we heartily reciprocate.

## ANNUAL CONFERENCE

### Call for streamlining

MY BRANCH was disturbed and dissatisfied to learn that the Douglas Conference dealt fully with only about one-half of its agenda. Our own motion on compensation under the Local Government Act, 1958—a matter which will undoubtedly affect the livelihood of a large number of local government officers—was



rushed through during the last minutes. We earnestly suggest, therefore, that methods of "streamlining" Conference should be urgently considered, and here are our suggestions:

1. That a Conference agenda committee, in consultation with the President, should fix a proper timetable according to the questions of policy before Conference, and that the Standing Order limiting the time for speeches should be strictly enforced;
2. That a day might be set aside for each service to debate the motions particularly concerning it;
3. That district committees should consider motions in greater detail, and the chairman of each district be delegated the power to speak on matters of general policy.

Unless delegates can be assured that matters of principle and policy will be discussed at Conference, apathy will increase, to the detriment of the Association as an effective trade union.

R. G. GOODBODY

16 Buckingham Road,  
Shoreham-by-Sea, Sussex.

## CAYTON SKIPPER'S FAREWELL

Leaving "with some regret"

OLD CAYTONIANS will have read in the January number of *Public Service* that I have wended my way to Bonnie Scotland, and I am happy to relate that I have found folk friendly and co-operative. May I take the opportunity of thanking all the hundreds of you who sent me Christmas cards, and also those who have wished me well in my new appointment?

After 12 years as manager of Cayton Bay centre, working in pleasant surroundings and meeting so many charming and friendly people, it is with some regret that I leave. I would also like to put on record my appreciation of the friendliness and co-operation of the N.E.C.'s special activities committee during my years of office, and also of NALGO's staff and the Staff Association.

Here's to all Caytonians. Good luck—good health—I am proud of thee.

S. DAVID WATSON

Union Manager,  
The Students' Representative Council  
of the Royal College of Science and Technology,  
Glasgow, C.1.

## HOLIDAY CENTRE FEES

An example of inconsistency?

THE FEES for holidays at NALGO's Croyde Bay and Cayton Bay centres during the 1959 season have been increased by 10s. 6d. a week. Although announced as a slight increase, it represents six per cent of the highest tariff and ten per cent of the lowest—an average of eight per cent. If we got an eight per cent salary increase, it would very properly not be announced in such modest terms!

This is not an objection to the increase: in fact, my branch has gone on record as saying that the fees at Cayton should be increased, if that would offer an alternative to closing the centre. But please permit me to "recap." When the first intimation of the N.E.C.'s proposal to sell Cayton centre appeared in *Public Service* in April last year, it was stated that "the investigating committee had considered every possible means of saving Cayton, including . . . charging higher fees . . . but had been forced to reject them as impracticable or unlikely to remedy the position. It could not pay its way at fees members could afford." At last year's Conference, the N.E.C. spokesman said, "the fees are now at the limit, except perhaps in August, and Conference has always refused to penalise members who had to take their holidays then." The spokesman also said that he disagreed with the leaflet which Eston branch circulated at Douglas, in which it was stated that increased fees of 2s. per week per visitor

would take care of Cayton's estimated annual loss; he said that the figure should be 10s. 6d. All right, so the fees have been increased by 10s. 6d., so that should take care of the position after rebuilding Cayton. Or does the N.E.C. want to add this further 10s. 6d. to the existing 10s. per week per person which has been stated as the figure for Headquarters expenses in the administration of Cayton?

Really, how inconsistent (and "inconsistent" is a kind description) can the N.E.C. get? Although it has refuted Eston's allegations of bad faith, is not this just another example—and by no means the most important—supporting my branch's contention that you just can't believe everything you hear from the Conference platform?

Further, it was stated that Croyde would have an estimated annual surplus of £3,000, based on last year's fees. Is not that sufficient profit? Why, then, put up Croyde's fees? The N.E.C. has said that it is impracticable to run

Croyde and Cayton together (as they should be run), so why put up the fees of the solvent centre? Or is it that the N.E.C. has now decided that not only is it practicable, but also right and proper, to operate the holiday centres—and, indeed, the whole of the special activities department—as one business concern?

R. JONES

Eston branch.

In the coming months there will be full opportunity for consideration of the future of Cayton on the basis of all the factors in the situation, economic and otherwise. Meanwhile, it should be stated that the increases to which Mr. Jones refers are unconnected with the Cayton problem. They are due to increased running costs at both centres, and, in fixing them, the appropriate committee directed its attention only to the current situation. As far as the reception of the increases is concerned, readers may be interested to know that, so far, this has been a record year for bookings at both centres.



all the answers about

# PREMIUM SAVINGS BONDS

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Issued by the National Savings Committee, London, S.W.3

### Good wishes for 'Tigger's' hero

I AM SURE that many campers will wish to join in wishing "Sporty" every success in his new appointment, especially if it means that there might be some prospect of keeping Cayton Bay open. My son "Tigger" was extremely upset to hear that his hero would no longer be in residence at Croyde Bay, and fervently expressed the hope that he would not be replaced by a "spoilsporty."

"POOH"

### OUR RECRUITMENT CAMPAIGN

#### A waste of money?

MAY I SUGGEST that the £25 to be wasted this year in a fruitless competition designed to charm attractive recruits into NALGO should be deposited in a bank or invested, so that it will be of some use to the Association? After all, beauty is only skin deep, and the more unfortunate ugly local government officers will not be enticed into membership by such a scheme.

The one sure way to recruit new members is to make NALGO a hard-hitting union, with definite policies on all major issues; a body which means what it says, and to which members will be proud to belong.

GEORGE GUSSE

### B & O FUND

#### Whose turn next?

IT WAS heartwarming to read KATHERINE SANSOME's human story about the work done by the Benevolent and Orphan Fund, and it should inspire branches to intensify their efforts in raising funds for this truly worthwhile cause, with the added assurance that grants are wisely and humanely dispensed.

Let us hope that the hearts of the 50,000 non-contributors will be sufficiently moved to spare at least a penny a week. It may be their turn next to need help. Who knows?

L. H. ABEL

Tottenham branch.

### "Marvellous help" received

I CANNOT praise NALGO highly enough. I have been off work ill for thirteen months, and during the last eight months I have received marvellous help for myself and my family.

Although I was not in debt when I fell ill, the NALGO Benevolent and Orphan Fund was prepared to help me settle any reasonable debt that I had. Financial worries were completely taken over, and NALGO also saw to the little extras that are required during sickness.

If I can do anything to recruit non-members, I shall be only too pleased: it is a very worthy cause.

B. HOLLOWAY

18 Eastman Road,  
Clubmoor,  
Liverpool, 13.

### NALGO CHESS LEAGUE

#### More players wanted

AS ORGANISER of the NALGO correspondence chess teams, may I remind members of the Pullinger Chess Tourney? Last year about 80 teams competed, each with three players, drawn from branches all over the country. Two NALGO teams also enter the national correspondence league. The new season is just beginning and I am eager for more players. Would any members interested please write to me without delay?

F. CAMPBELL GIBBS

225 Ouren's Road,  
Bradford, 2,  
Yorkshire.

# 'Public Service' sonnets ring the world

"England, land of Shakespeare, Shelley, and Keats, has added another literary milestone to the world—a sonnet to the garbage collector."

So wrote the *New York World Telegram*—America's biggest evening paper—in acclaiming, last month, *Public Service* readers' reply in verse to Mr. R. A. Butler's taunt that "local government has never evoked the noblest ranges of eloquence."

It was not alone. Nearly every daily and many weekly newspapers in Britain, and scores in the United States, the Commonwealth, and Europe, published the story of the competition and one or more of the prizewinning verses.

The moment NALGO's P.R. department released the news, the cables began to hum. First in the field was *Time*, acknowledged leader of United States periodicals, with an urgent call to its London office to "airmail all the verses." Hot on its heels came the *New York Times*, *Washington Post*, *Baltimore Sun*, and many more. The *St. Louis Post Dispatch* asked for a set of the verses so that it could give a whole page to them. Chicago's *Work* sent its request direct to Mr. Butler—who passed it on to NALGO.

Simultaneously, telephone calls and letters came flooding in on EILEEN GRIFFIN, the Malden and Coombe shorthand-typist whose "Soliloquy of an Ashbinman" Mr. Butler had picked for first prize. The B.B.C. called her to Broadcasting House to be interviewed for "Radio Newsreel"—and asked her to choose the best of half a dozen professional readings of her sonnet. It was also read in the south-east regional programme and mentioned in TV news.

Addressing his letter to "Finalist Winner of Poetry to an English Garbage Can, New Malden, Surrey, England"—an address the postman had no difficulty in finding—a *Washington Post* compositor wrote that "the guys at work," reading it in proof—under the heading "A Thing of Refuse is a Joy for Albion"—had thought it "real clever" and begged him to congratulate her.

A New York attorney, "Counsel to a large group of ash and rubbish collectors" begged a copy and a photograph of its authoress to frame for his office. The Editor of *English Pages*, a magazine for Belgian students of English, asked for copies of all the prizewinning sonnets. It was wanted for an anthology, for a puppet show (being produced by NALGO member KENNETH CRAWFORD, of Salford branch), for a magazine. . . .

At home, the papers went to town. The *London Evening News* published a four-column picture of "New Malden dustman, John Thompson" reading Miss Griffin's sonnet to six of his smiling workmates. The *Daily Sketch* featured it under the four-column banner headline: "EILEEN'S ODE TO AN ASHBINMAN."

"Mr. Butler Gets a Dusty Answer" headlined *The Times*—on its Court and Society page—to which the *Lincolnshire Echo* retorted with "Butler Gets a Not-So-Dusty Answer." Sub-editors of the *Huddersfield Examiner* and *Birmingham Dispatch* were themselves inspired to rhyme with "Dustmen, Take a Bow—there's a Poem About you Now" and "Bards of the Bins—A Typist Wins." *Liverpool Echo*, under the

### This month's competition

#### LUCKY JOE!

"A SAVAGE STORY of lust and ambition"—so threaten the lurid posters of *Room at the Top*, film version of John Braine's "scorching best seller" with a local government background.

It is the story of Joe Lampton, clerk in the borough treasurer's department, whose determination to get to what he regards as "the top" leads him into a shot-gun wedding with the daughter of a wealthy councillor, after a passionate affair with a married woman.

We offer £3 3s. in prizes (to be awarded at the Editor's discretion) for the best extract (100 words) from the speech made by the borough treasurer in handing over to Joe Lampton the wedding present given him by his colleagues when he leaves local government for his new life "in the money" in his father-in-law's firm.

Entries, giving the member's name, address, and branch, must reach *Public Service*, 1, York Gate, Regents Park, London, N.W.1, by February 28. The Editor's decision is final.

heading "Binmanship," praised the "18th century stateliness" of Miss Griffin's verse."

Accounts of NALGO members' reaction to Mr. Butler's challenge varied no less than the headlines. To the *Nottingham Guardian* they "rose in protest." To the *News Chronicle* they "succumbed to a frenzy of sonneteering." To the *Daily Telegraph* they "called for wet towels, invoked Euterpe, and let the Muse have her way."

Anyway, it was a welcome touch of publicity for a normally silent service, a well-deserved tribute to the dustmen—whose union general secretary, Sir Thomas Williamson, "greatly appreciated reading the many praiseworthy efforts"—and a revelation to Miss Griffin of the world-wide ripples a single news story can create.

An inspiration, too. Though this was the first sonnet she had ever written, she has already produced a second—a picture, of rare feeling and delicacy, of a sleeping child. So, perhaps, a new poet has been born.

# Something for everyone in NALGO's 1959 schools and courses

WHATEVER your service, whatever your department, whatever your rung on the ladder, there is something for you in this year's programme of schools and courses arranged by NALGO.

Professional associations and sectional societies are being invited to co-operate so that no member with specialised interests need be left in ignorance of the opportunities that will be open to him.

A significant number of employing authorities is now recognising these NALGO courses for financial assistance. In addition, NALGO scholarships will be available from national, district, and branch funds.

If you would like full details of appropriate courses as soon as available, please write to the education officer, NALGO, 1 York Gate, London, N.W.1, stating your particular interests.

## Special courses

**Weights and Measures:** Candidates for the Board of Trade examination can attend a special practical course held over the week-end preceding the examination. This is sponsored by the NALGO Correspondence Institute.

**Hospital Administrators:** Those taking the F.H.A. final examination can attend a week's residential course in London from April 1. They

will be given intensive tuition for the papers on administration, law, and finance.

**D.M.A. Candidates:** A preparatory course for those taking the intermediate D.M.A. in 1960 is available at the Cambridge summer school (see below). Final candidates will also have a residential course arranged for them.

## Summer schools

Summer schools will be held (a) at Balliol College, Oxford, from August 12 to 19, and (b) at Trinity Hall, Cambridge, from September 17 to 24. At Cambridge, the programme will cover local government finance, education, social welfare, public supplies, child care, the work of registration officers, and most other services according to demand. At Oxford, the programme will be mainly for those wishing to study problems of administration as such. It will include a special course for those who, having gained specialist qualifications, are interested in problems of administration and management. It is felt that members holding responsible administrative posts in all departments will welcome this opportunity to meet others in the same position. They will discuss and examine principles of financial control, the committee system, staff training, and departmental organisation and management.

A special study of the work which will be required to prepare for investigations by the Local Government Commission may also be arranged.

Gas and electricity members will be specially catered for at both schools if they come forward in sufficient numbers.

## Other people's courses at home—

**Youth employment officers** may be interested in this year's Conference of the International Vocational Guidance Association at Margate from May 1 to 5. It will deal with the vocational orientation of the school child, and vocational development as a factor in vocational guidance. Speakers include Professor Donald Super of Columbia University, U.S.A.; A. Buisson, Ministry of Education, Paris; B. Olsson, The Royal Labour Board, Stockholm; and A. Sabel, The Federal Office of Employment Exchanges and Unemployment Insurance, Nuremberg, Germany. Apply for details to H. Z. HOXTER, Youth Employment Office, 16 High Street South, East Ham, London, E.6 (not to NALGO).

## —and abroad

Young members can still apply for places at the **Sonnenburg Youth Centre** in Germany, where a number of British students is invited to attend each course arranged for German youth. Details and application forms may be had from the Secretary, Educational Interchange Council, 43 Parliament Street, London, S.W.1 (not from NALGO).

**Social workers and administrators** may like to know that study tours, providing for particular interests and normally lasting at least one month, can be arranged in most European countries. Free hospitality is usually offered, in exchange for similar hospitality for a return visit; or payment can be made for accommodation. Details can be had from the Secretary, International Exchange Committee, 23 Bedford Square, London, W.1 (not from NALGO).

# success tuition read all about it in "NCI NEWS"

- SUCCESSFUL TUITION—ONE FEE UNTIL YOU PASS
- SUBSCRIPTION SCHEME FOR THOSE UNABLE TO OBTAIN FINANCIAL ASSISTANCE
- NCI METHODS EXPLAINED AND DISCUSSED
- 1958 RESULTS IN FULL DETAIL
- 1959 RESIDENTIAL COURSE PROGRAMME

**NALGO  
CORRESPONDENCE  
INSTITUTE**



## OUTSTANDING 1958 RESULTS

IHA ... 3 out of 4 prizes  
RVA ... 5 out of 6 prizes

### Diploma in Municipal Administration

Intermediate ... 80 students successful  
57% as against 42% of other students

Part I Final ... 61 students successful  
50% as against 30% of other students

Part II Final ... 73 students successful  
66% as against 54% of other students

### Clerical Division - June

125 NCI students successful  
66% as against 54% of other students

### Weights and Measures

19 of the 27 successful candidates were NCI students

To the Education Officer, NALGO, 1 York Gate, London, N.W.1  
Please send NCI NEWS with details of NCI courses

Name .....

Address .....

Course required ..... PS.259



# There's still time to fill those gaps on the map

WITH the new year well under way, NALGO's current public relations drive is nearing its climax. Now, then, is the time for a final spurt.

The spots on the maps published here are evidence of the campaign's success, and are a striking tribute to the energy, enthusiasm, and enterprise with which branches have been telling the public about the services that members help to run. But there are still many gaps.

NALGO's new photographic exhibition—"Local Government is our Business"—offers a first-class opportunity to branches to help fill those gaps by staging local displays. Admired by all who have seen it, the exhibition is available to branches free of charge. Even the return carriage charge will be met by Headquarters. (Local authorities, schools, and other organisations may borrow the exhibition, too, but they will be asked to pay carriage both ways.)

There is plenty of time between now and the Scarborough Conference in June to arrange some public relations activity or other: there is almost no limit to the choice of project—from distributing the NALGO leaflet, "Local Government and You" to running a "Welcome to Citizenship." And no branch, however small, need be lost for an idea—Headquarters has plenty, and will gladly share them. Nor is it too early to make plans for next autumn; all firm plans made before June will count for a mark on the map.

## What the maps show

On the left, projects planned or completed since the scheme was launched last September; on the right, activities reported and (marked with a "+") branches which have distributed NALGO leaflets since the last map, published in December, was prepared.



Here is a key to the details:

## Completed projects:

1. **BOSTON**—collaborated with council in running "Welcome to Citizenship" and staged first showing of NALGO's new exhibition—"Local Government is Our Business."
2. **CHINGFORD**—set up speakers' panel.
3. **COULSDON AND PURLEY**—staged first two of a series of council office foyer displays illustrating the work of various departments.
4. **ESSEX COUNTY with ILFORD**—ran successful brains trust, with Freddie Grisewood as chairman.
5. **MALTON**—ran public film show: gave away numbered NALGO leaflets for lucky number prizes.

## Projects planned—using NALGO's new exhibition panels

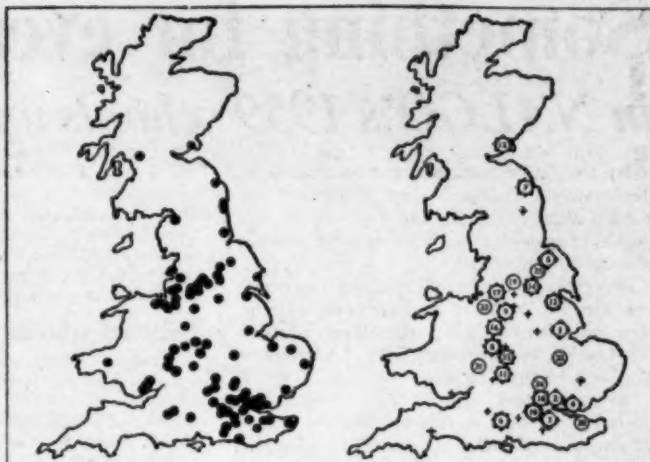
6. **ANDOVER**—collaborating with Mayor in running "Welcome to Citizenship."
7. **BERWICK UPON TWEED**—organising public library display.
8. **BILSTON**—collaborating with council in running local government and civic exhibition.
9. **BUXTON**—arranging library display.
10. **ESHER**—arranging library display.
11. **EVESHAM**—display at local Chamber of Trade careers exhibition.
12. **KIRKCALDY**—organising library display.
13. **LINDSEY**—exhibiting at Lincolnshire county show in June.
14. **NORMANTON**—to use NALGO display as basis for local exhibition in March.
15. **REDDITCH**—exhibiting at careers exhibition.
16. **STOKE-ON-TRENT**—running library display.
17. **SWINTON AND PENDLEBURY**—to collaborate with council in staging local government exhibition next September.
18. **WOOD GREEN**—to run "Welcome to Citizenship" for the Mayor.

## Other projects planned

19. **AIREBOROUGH**—in addition to press articles, now being published, branch is planning speakers panel and schools essay competition.
20. **CHATHAM**—formed ad hoc staff and council joint committee to run "Welcome to Citizenship."
21. **HEREFORD COUNTY**—to run town forum and arrange cinema foyer displays.
22. **PETERBOROUGH**—to join with council in staging local government stand at local careers exhibition.
23. **WARRINGTON RURAL**—to set up speakers panel. Council published text of NALGO leaflet on rate demand notes.
24. **WILLESDEN**—to join with council in running "Welcome to Citizenship" in March.
25. **YORK**—to organise civics quiz for local youth organisations.

## Leaflet distribution

Twenty-two branches, listed here, have taken 22,000 copies of the NALGO leaflet—"Local Government and You"—for distribution



to the public since the December list was published:

Bromsgrove, Castle Ward, Chapel-en-le-Frith, Cheltenham, Chippenham, Crawley U.D., Crosby and Litherland, Chesterfield rural, Esher, Exeter, Frimley and Camberley, Gwent, Halstead, Hayes, Hitchin, Heanor, Huddersfield, Kingston-upon-Thames, Middlesex, Warrington rural, Watford, and Willesden.

Total distribution to date: 81,000 by 202 branches. Let's try to reach the 100,000 mark by next month.

## NEW EXHIBITION IS "NALGO'S BEST"

"The best thing to come out of NALGO since I've been a member."

That was the comment of D. H. HALL, water engineer of Boston, Lincs, when the Association's new photographic exhibition, "Local Government is Our Business," was given its first showing at a "Welcome to Citizenship" evening given to young citizens of the town by the council and the branch last month. Other comments included:

"A wonderful set of panels. They will open the eyes of the public to the great field covered by local government. Indeed, the extent surprised even me. I hope that other corporations will obtain the display for any exhibition they undertake."

—Councillor C. Valentine, J.P., Mayor of Boston.

"NALGO's display stole the thunder of Boston's 'Welcome to Citizenship'."

—C. L. Hoffrock Griffiths, town clerk.

"Very impressive indeed."

—a Boston schoolteacher.

"An excellent display. I never realised that local government covered such a wide field."

—a cinema projectionist.

"Very interesting. One could spend a lot of time just looking at the pictures. I never thought local government cost us only 4s. 6d. a week."

—a lorry driver.

"Our members are full of praise for the excellent panels. I hope other branches will have the sense to show them, because the whole display is so enlightening—even to officers already in the service."

—E. Roy Sykes, branch P.R.O.

## SCOTTISH NOTES

by JACK LAURIE

# Pay rises for S.M.T. staff range from 3s.—10s. weekly

I AM often asked by local government members when they will receive such and such an award, details of which they have seen in *Public Service*, and usually I find that they are referring to a decision of the English National Joint Council. To avoid confusion in future, news from the Scottish local government negotiating body—usually referred to as the National Joint Industrial Council or the N.J.I.C.—will normally appear in these notes. Similarly, as this month, information about negotiations on behalf of Scottish transport staffs will be published on this page. But gas, health, and electricity service members, for whom there is no separate negotiating machinery in Scotland, should watch the notes written by the national organisation officers in the appropriate service editions of the journal for news of changes in their service conditions.

## Company transport staffs' rise

PAY INCREASES, ranging from 3s. to 10s. a week, were agreed on December 23 last for staffs of the Scottish Group of Omnibus Companies. The new scales, taking effect from the pay week in which December 1, 1958, fell, are:

### CLERICAL AND CLERICAL SUPERVISORY STAFF

#### Men

**Grade 1a** (age scales): £3 per week (at age 15), £3.17s., £4.11s.9d., £5.3s.6d., £6.4s.6d., £6.15s.6d., £7.17s., £8.7s., £8.18s., £9.3s. (at 24 and over).  
**Grade 1b**: £10.9s. per week.  
**Grade 1c**: £10.19s. per week.  
**Grade 1d**: £11.9s. per week.  
**Grade 1e** (age scale): £7.2s. per week (at age 18), £7.13s., £8.3s., £8.13s., £9.3s., £9.13s., £9.18s. (at age 24 and over).  
**Grade 2a**: £12.11s. x 5s.—£13.11s. per week.  
**Grade 2b**: £13.16s. x 5s.—£14.16s. per week.

#### Women

**Grade 3a** (age scale): £3 per week (at age 15), £3.11s., £4.2s., £4.11s., £5.6s., £5.19s., £6.19s., £7.5s., £7.12s. (at age 23 and over).  
**Grade 3b** (age scale): £3 per week (at age 15), £3.11s., £4.8s., £4.18s., £5.13s., £6.5s., £7.5s., £7.15s., £8.2s. (at age 23 and over).  
**Grade 3c**: £8.8s.6d.  
**Grade 3d**: £8.18s.6d.  
**Grade 3e**: £9.18s.6d.  
**Grade 3f** (age scale): £5.1s. per week (at age 18), £5.10s.6d., £6.3s.6d., £7.7s., £7.12s.6d., £8 (at age 23 and over).  
**Grade 3g** (age scale): £6.4s. per week (at age 18), £6.10s., £7.1s.6d., £7.12s., £7.17s., £8.2s. (at age 23 and over).  
**Grade 4a**: £10.12s.6d. per week.  
**Grade 4b**: £11.2s.6d. per week.

### INSPECTORATE GRADES

Key: (a)=weekly rate on appointment; (b)=weekly rate after six months probation; (c)=rate for 48-hour week.

**Ticket and driving inspectors:** (a) £10.5s.8½d., (b) £10.15s.8½d., (c) £11.13s.6d.

**Stance inspectors, Grade A:** (a) £10.1s.0½d., (b) £10.11s.0½d., (c) £11.8s.6d.

**Grade B:** (a) £9.17s.4½d., (b) £10.7s.4½d., (c) £11.4s.6d.

**Women inspectors:** (a) £8.10s., (b) £9.

### DISTRICT TRAFFIC SUPERINTENDENTS AND CHIEF INSPECTORS

District traffic superintendents:		Rate per week	
No. of vehicles		£	s. d.
Up to 20 ...	...	13	18 6
21 — 30 ...	...	14	3 6
31 — 45 ...	...	14	13 6
46 — 60 ...	...	14	18 6
61 — 80 ...	...	15	3 6
81 and over ...	...	15	8 6

**Chief inspectors:** £13.18s.6d. per week.

### DEPOT ENGINEERS, DEPOT FOREMEN, WORKS DEPARTMENTAL FOREMEN,

Depot engineers:		Rate per week	
No. of vehicles		£	s. d.
Up to 20 ...	...	13	8 6
21 — 30 ...	...	13	13 6
31 — 45 ...	...	13	18 6
46 — 60 ...	...	14	6 0
61 — 80 ...	...	14	13 6
81 — 100 ...	...	15	1 6
101 and over ...	...	15	8 6

Depot foremen:		Up to 60 vehicles	61 — 80 vehicles	81 vehicles and over
Day shift foreman (engineer)	12 17 0	13 4 6	13 12 6	
Night shift foreman (engineer)	13 4 6	13 12 0	13 19 6	

(A night shift foreman, non-engineer, gets the same rate as a day shift foreman.)  
**Works departmental foreman:** £12.19s.6d. per week on appointment; £13.9s.6d. (after one year); £13.19s.6d. (after three years).

## Milestones reached by NALGO members

CONGRATULATIONS and best wishes to these members who have just retired, or have reached a milestone in their service careers.

**G. CHRESSESON**, a valued worker for NALGO, who, after 25 years as local correspondent for the Building Society, Provident Society, and Logomia, in *Salop county* branch, has given up office, as he is due to retire from local government in April. Mr. Chreseson has been chairman of the branch executive committee for ten years, a district committee member for 30, and a NALGO member for over 40 years.  
**J. W. DACRE**, chairman of the *East Midlands Division Electricity* branch, who is leaving to take up an appointment with the *Burton* sub-area. He has served on the district committee, and its electricity service conditions sub-committee; the staff side of the district joint council; and the National Joint Advisory Council of the Electricity Supply Industry.

**CECIL BRIDGE**, who retired from *Norfolk county* treasurer's department last September. He has been a branch member for 35 years and president for the last two of them.

**WALTER BACON**, who has just completed 50 years' service with *Sutton-in-Ashfield* urban district council, and retires in May.

**WILLIAM RIGBY**, senior public health inspector, *Hammersmith*, who has just retired after

**Foreman storekeeper:** £12.9s.6d. per week on appointment; £12.19s.6d. (after one year); £13.9s.6d. (after three years).

## Ayrshire's good deeds

FOR the fourth year running, Ayrshire branch will be giving a party later this month for some 140 children from the county council's homes.

The idea was first put forward in 1955, when branches were invited to undertake some activity to celebrate the Association's jubilee. It was then decided to send a Christmas card to every child (and a present of sweets to homes where there were very young children), and to give a party in February after the main round of Christmas parties was over. So successful was the first party that it became an annual event. A collection is made among the county council's staff to meet the cost, and the branch undertakes to cover any deficit. The branch public relations officer and his committee make all the arrangements, and invitations are sent to the county convenor, county clerk, deputies, and some members of the county council.

The children enjoy an abundance of party fare, a film-show, dancing, games, and competitions, before going "home" armed with the traditional bag of sweets, orange, and apple.

The party is a sincere effort to bring some extra happiness to these children, but it has also brought the branch considerable local publicity.

NALGO's own Benevolent and Orphan Fund has not been forgotten: as a result of a recent appeal, Ayrshire enrolled 34 new members, and 123 members increased their contributions. The branch is also carrying on its good works by inviting donations from members to support the appeal from the Scottish Association of Parents of Handicapped Children.

## Mr. Findlay Millar

I REPORT with regret the recent death of **D. J. FINDLAY MILLAR**, *Glasgow*, a popular member of the district committee and of the district service conditions sub-committee for electricity members. For many years, Mr. Millar was honorary secretary of *Clyde Valley Electricity* branch. He had been in poor health for some time.

completing 50 years in local government. He has been a member of the branch since he went to *Hammersmith* in 1919, and is its immediate past president.

**MISS G. A. HANLON**, *Whitehaven* branch, assistant in the borough library, and **MISS IRENE BLACKMORE**, of the *Wood Green* town clerk's department, who have both completed 40 years of public service.

## OBITUARY

WE RECORD with regret the deaths of the following NALGO members:

**E. G. CURTIS WELCH**, public relations correspondent of the *Hastings* branch, who died suddenly on December 23. He was a member of the south-eastern district public relations sub-committee, and a former branch secretary.

**E. H. F. MURTHWAITE**, who died a few weeks after his retirement as head of the rates section in the borough treasurer's department, *St. Marylebone*. He had served with the council for 47 years, was branch treasurer for seven years, and became vice-president of the branch in 1957.

**GEORGE R. GAY**, chief assistant county welfare officer, *Devon*, who had served with the county for 40 years.



# At Random

by 'AUTOLYCUS'

## Announcement

"During a ceremonial visit to the circus the Mayor patted a lion cub. Since this incident he has signed all correspondence with his left hand."

## Privilege

"Although you're new here, I'm putting you ahead of the rest of the staff on the holiday list. You take your annual leave in February."

## Faux pas

Medical officer: "I am happy to make this presentation to a doctor whose service to suffering humanity can be compared with that of Dr. Crippen and Dr. Fu Manchu."

## Free world

"A librarian who started to grow a beard was asked to shave it off. When he retorted that England was a free country, he was told that indeed it was, outside the library service."—*"Books and Art."*

## Definition

Borough engineer: Man who uses a slide rule to discover that four is the fractional approximation of two plus two.

## Foot note

"Park-keeper's toe: A distressing disease in which the patient's big toes have been pierced with a long wire spike."—*Municipal Journal.*

## False alarm

"Taxi!"  
"Where to, Miss?"  
"The maternity hospital—but don't rush, I work there."

## Hiz-up

Another councillor was fond of boiling things "down to tintsacks," of discussing "priorities" and "remuneration." He was once, he told me, "on the horns of a diploma" but, unlike a colleague, he did not "run bismarck."—*Frank Shaw.*

## Progress

"The first task for our new electronic computer will be to calculate superannuation payments for the staff displaced by it."

## Juggernaut

"He added that if the mother had taken other action she might have cost the State a lot of money by placing the children under the car of the county council."—*Wolverhampton Express and Star.*

## Post haste

Final rate demand from Ruislip-Northwood Urban District Council is signed B. Quick.

Mr. Bertram Quick is the council's treasurer and rating officer.

## Safety slogan

"Many Romans lie buried here. Please do not join them."—*St. Albans road sign.*

## Tip

Put your examiner in the right mood by heading your paper with this quotation from Sir Walter Scott: "A fool may ask more questions than a wise man cares to answer."

## Open wide

Chairman of medical officers' conference: "Will all those in favour of the motion please say Aah?"

## Heurtery

"Staff meetings are often in the nature of Speeches from the Throne."—Letter to "The Times Educational Supplement."

## Big chief

"I prefer a chief who raises an eyebrow to one who raises the roof."

## Disillusioned

The borrower I remember best during my 18 years' hard labour as a librarian was the small girl who gave me two general and two non-fiction tickets and said: "I want two books for my mum and dad."

"I suppose your father wants a Western?" I asked.

"He doesn't like nothing else."

"And your mother a love story?"

"Oh, no," she said scornfully. "She's married."—*John Braine.*

# Prize crossword for members

Compiled by R. B. MAWBY (Middlesex Executive Council branch)

WE AGAIN offer two prizes of one guinea each to the senders of the first two correct solutions opened. These must reach The Editor, "Public Service," 1 York Gate, Regents Park, N.W.1, not later than February 24.

Write your name, address, and branch on the coupon in capitals and send it with your entry in a sealed envelope marked "Crossword No. 6" (3d. stamp). Members only should enter, and winners' names will be published next month.

## ACROSS

- 1 Retain to form the sensitive layer (6)
- 4 Sped round the harbour in reverse and got a sharper edge (8)
- 10 Certainly not the skeletons in the cupboard! (6, 9)
- 11 Puts back in office (2-6)
- 12 In which reign royal heads fell (6)
- 14 Distinguished lady is disturbed to make this delectable Dutch dish (4)
- 15 Most unusual distance between two short streets (9)
- 18 Era recalled in current youthful fashion (9)
- 19 Bright part of amicable relations (4)
- 22 Torment of Chiang (6)
- 23 By which judgment is made (8)
- 25 A diagonal movement for the good of the soul? (15)
- 26 News read in bits gave the reply (8)
- 27 Hit two in succession to make this on a smooth surface (6)

## DOWN

- 1 Retort of the ready wit (8)
- 2 Birch lands a seat, perhaps, among these (6, 3, 6)
- 3 Off-stage, these can add to the effect (6)
- 5 Recount (4)
- 6 Exceed in importance (8)

- 7 Branded a thief by 18th-century poet (15)
- 8 Abandon (6)
- 9 Gut it, dear! Thanks (9)
- 13 Italians danced to cure his bite (9)
- 16 Bill is associated with this winter migrant (8)
- 17 Players (8)

- 20 Use this and await developments—if you want a negative result (6)
- 21 Confused spy with the help of the A.A. makes an eastern destination (6)
- 24 Section of the cheap seats for a church recess (4)

**CROSSWORD No. 5.** Guinea prizes for the first two correct solutions opened go to MRS. A. CRANE (Bedford County branch) and T. E. EVANS (Montgomeryshire branch).

**SOLUTION: ACROSS:** 1. Pittance, 5. Ranted, 10. Taunt, 11. Naturally, 12. Hide, 13. Scoop, 14. Oyer, 17. Travel, 18. Logomia, 21. Paradox, 23. Potent, 25. Erse, 27. Green, 28. Cuba, 31. Clothiers, 32. Axiom, 33. Tomato, 34. Assignor. **DOWN:** 1. Patchy, 2. Thunderer, 3. Arts, 4. Cynical, 6. Acre, 7. Tally, 8. Daybreak, 9. Stroll, 15. Evade, 16. Agate, 19. Mancunian, 20. Uppercut, 22. Xerxes, 23. Pleases, 24. Farmer, 26. Storm, 29. Chat, 30. Sari.

**No. 6**

Name .....

Address .....

Branch .....



# My NALGO Diary

by "Abingdon"

## Norwich brushes up on NALGO

NORWICH branch has followed the lead given at the national school of trade union education last spring, and is running a winter series of six evening lectures and discussions on the various aspects of NALGO for its own members and members from neighbouring branches. Subjects covered so far are branch organisation, the functions and work of the district committees, and finance. The remaining talks will include national policy-making (by the President, ALBERT NORTROP); national administration and the ancillaries (GEOFFREY DRAIN, deputy general secretary); and Whitleyism (GEORGE NEWMAN, national local government service conditions officer).

## Recognise yourself?

THE resilience of a boxer, the patience of Job, the anticipation of a prophet, the insight of a psychologist, and the wisdom of Solomon.

These are the essential qualities required of council staff—according to J. R. CAMPBELL CARTER, J.P., chairman of Chislehurst and Sidcup urban district council. He told branch members this when he spoke at their annual

dinner recently, and added that he constantly marvelled at the adaptable qualities of local government officers.

## 32 years as branch treasurer

MY CHALLENGE to long-serving branch officers to beat the 29-year record of Billericay's branch secretary has been taken up on behalf of W. J. MASKELL, who has been honorary treasurer of Oxted branch for 32 years. Any further advance?

## N.E. district presentation

A TAPE-RECORDER was presented to J. V. FAWCETT by the national president last month as a token of appreciation from his district colleagues for his long and valuable service as district secretary. Mr. Fawcett, who has retired from the secretaryship after 18 years, was described by the district committee chairman, F. BAINBRIDGE, as a man who "could always be relied upon to see the job in hand through—whether it took five minutes, five hours, or five days." Mr. Fawcett will remain a member of the National Executive Council and Trustee of the Association. His successor as district secretary is GEORGE

ARROWSMITH, borough treasurer's department, Gateshead.

## More shopping hints

WHAT YOU should know about an electric razor before you buy one, and why your bank charges go up and down, can be learned from the winter number of "Which?", just published. It also features egg beaters, draught excluders, soot destroyers, cycle reflectors, and tinned stewed steak; and invites lady members who admit to 35 years or more to take part in a test of hormone creams.

May I remind branches wanting to order "Which?" or "Shoppers' Guide" for their members at the special rates given in last September's "Public Service" that they must write direct to the publishers, not to Headquarters. For "Which?" they should write to the Consumers' Association, Ltd., 7 Great James Street, London, W.C.1, and for "Shoppers' Guide" to the Consumer Advisory Council, 2 Park Street, London, W.1.

## Are you covered?

FREEZE-UPS and flooding are a feature of February, so I gladly pass on a timely reminder from LOGOMIA that its Householders/House-owners Comprehensive Policies can cover you against the high costs of repairing burst pipes, and the damage to property and possessions from these and other winter hazards.

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ances, there are ways in which you can make a good impression every time you talk.

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To acquaint more readers of this journal with the easy-to-follow rules for developing skill in everyday conversation, the publishers have printed full details of their interesting self-training method in a 24-page booklet which will be sent free to anyone who requests it. The address is: Conversation Studies (Dept. LC/CS8), Marple, Cheshire. Enclose 3d. stamp for postage.

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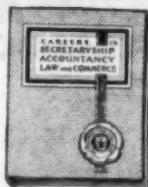
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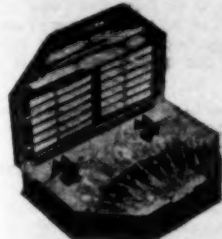
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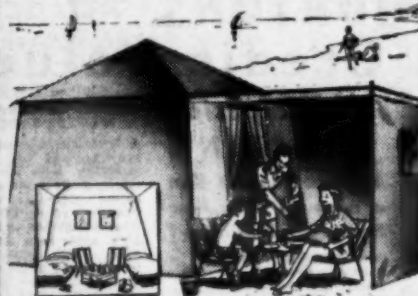
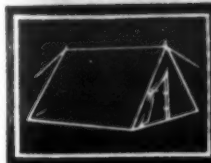
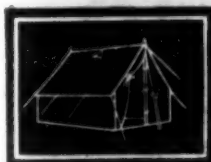
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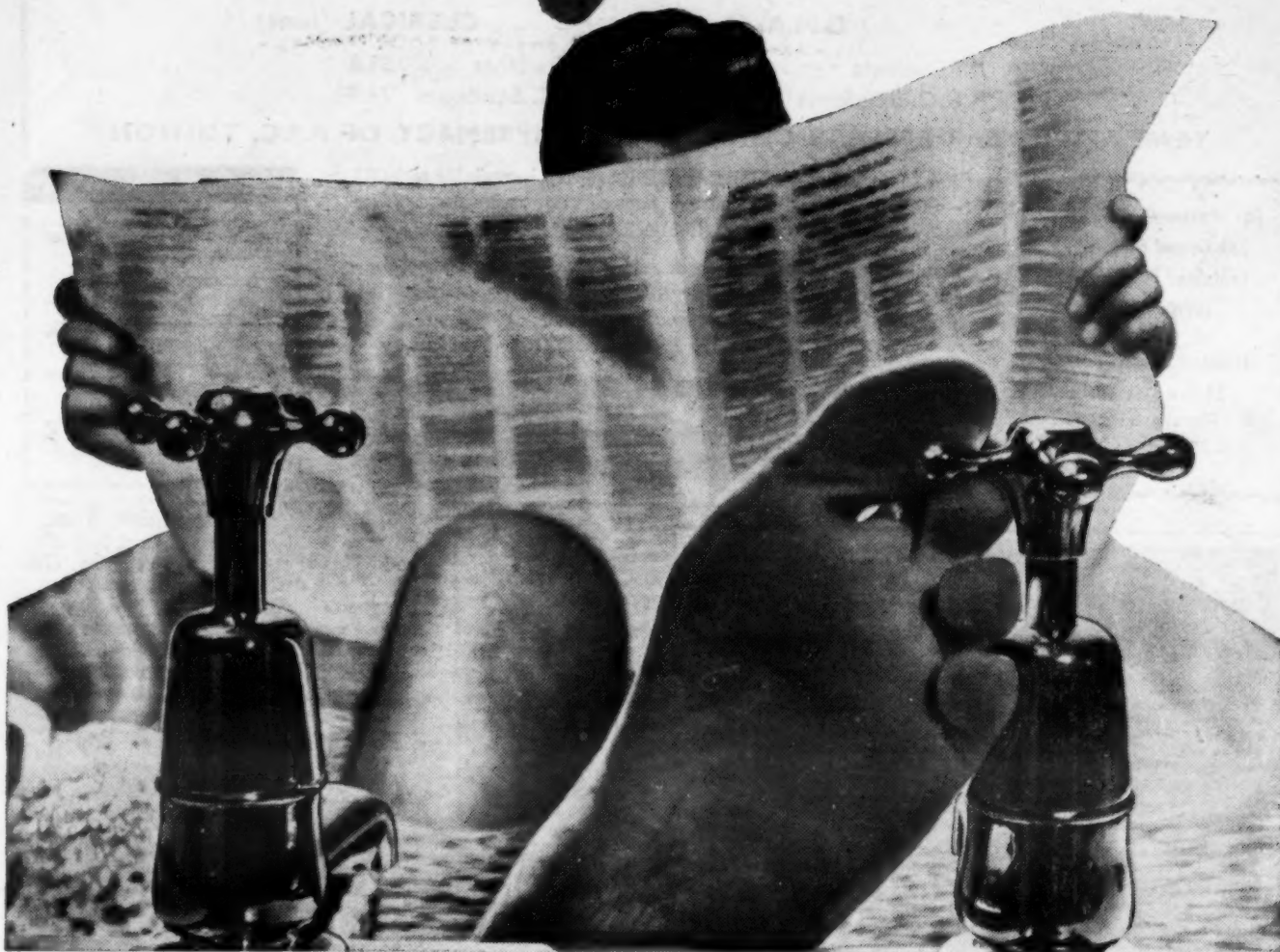
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## Frosty welcome for John Citizen

NALGO's inquiry into reception facilities in town halls and public offices reveals generally inadequate, and sometimes deplorable, arrangements in more than half the local authorities in the country. (pages 38-39)

## These electricity typists take it from tape

New dictating machines, including remote-control tape-recorder exchanges, are speeding work in the headquarters offices of the Central Electricity Generating Board—and copy-typists are welcoming their help. (pages 36-37)

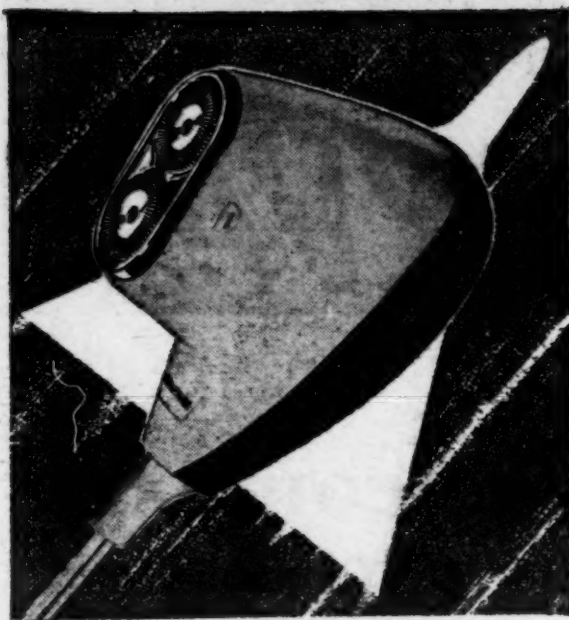
## Must redundancy follow gas reorganisation?

Recent reports from districts show that some area boards have safeguarded the jobs of existing staff by early notice of proposed changes, by proper joint consultation, and by recruiting on a temporary basis. (pages 47-48)

### ALSO IN THIS ISSUE

Revolution in mental health—the new Bill (pages 40-42)

Industrial relations in the northern gas board (page 48)



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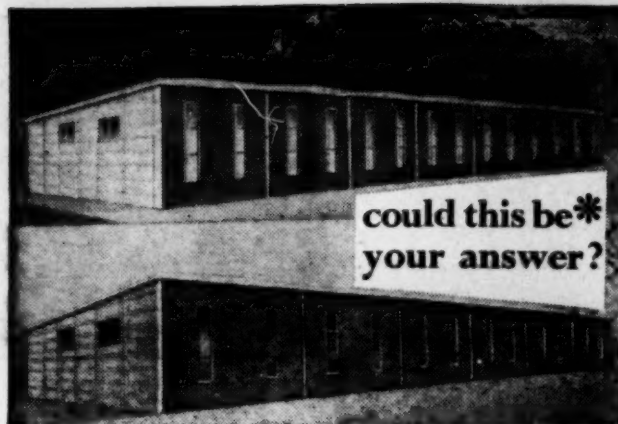
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## Avoiding the bruises

"THERE IS A certain relief in change," wrote Washington Irving, "even though it be from bad to worse; as I have found in travelling in a stage-coach, that it is often a comfort to shift one's position and be bruised in a new place."

But: "Change is not without inconvenience," wrote Richard Hooker, some two hundred years earlier, "even from worse to better."

Whether we like it or not—whether, temperamentally, we are Irvings or Hookers—change is the order of our day. Which of us had a television set 25 years ago? Or a drip-dry shirt? Crumbs from the rich table of science and technology fall fruitfully on the ground of our everyday living and, almost before we know it, our way of life is changed.

It is not surprising that the industries in which we work are among those most affected by this current of change—they are, after all, rooted in science and technology.

So, in the electricity supply industry, the promise of nuclear power has already changed radically our former estimates of the balance between energy supply and demand. In gas, experiments with new ways of manufacture have already gone far enough to suggest that the whole face of the industry will be changed during the next decade.

So far, we may say, so good. What we cannot say is—so far and no farther. We cannot, Canute-like, try to arrest the tide of change when it laps around our own domains of administration and clerical work.

Nor, of course, do we want to. NALGO and its members are no Luddites, shortsightedly obstructing changes that are not only inevitable but also, in the long run, beneficial. We welcome all moves to improve the industries on which our livelihoods depend. We welcome the determination to give their administrative machines the streamlined efficiency called for in the age of the jet—or, nearer home again, the age of Zeta and Lurgi.

In return, those making the changes should welcome unions like ours and members like ours as partners in the planning that must precede the changes. To such joint consultation, staff can bring their own working knowledge and experience of procedures under review. They can, too, help management to avoid unnecessary disturbance of staff conditions, unnecessary unrest that must impair efficiency all round.

There are more and more examples to show that it can be done. Two are provided elsewhere in this journal.

One comes from a gas board, where long-term planning and full joint consultation have smoothed the way for a new central billing system. The board's industrial relations officer says of the procedure followed that:

"It has removed anxiety from the minds of the staff involved, and consequently each is working willingly through the difficult transitional period. This tangible reward is a result of taking the right steps towards better relations with a section of employees within the board."

The other shows one of the basic clerical skills—typing—being adapted to a much greater use of dictating machines in the headquarters of the Central Electricity Generating Board. In this case, too, the change was carefully prepared for. It was carried out—partly by NALGO members in senior posts—with evident concern for staff welfare. And there were clear assurances that there would be no redundancy.

NALGO and its members resist only two kinds of change. They resist unnecessary change, sought for its own sake, benefiting no-one. And they resist overfrequent change, defeating its own objects by plunging everyone into anxious uncertainty. Together or separately, changes like these can only make old bruises darker, or leave staff and industry alike the worse for a mass of new ones.

In other cases, we ask only that the change-makers protect staffs against that "inconvenience"—Hooker's careful euphemism—which accompanies even change for the better.

# THE TYPING POOL GETS TAPED



The tape-recorder is joining the typewriter as an essential piece of office equipment

by PIERRE EDMUNDS

TODAY, AN OFFICE without typewriters would be almost a contradiction in terms. Will the same be true, tomorrow, of one without dictating machines?

The typewriter, after all, is relatively young. Ninety years ago, it did not exist. Fifty years ago, it was still a rare and costly novelty. (Manchester corporation bought its first typewriter in 1913.)

The dictating machine is already past that stage. Today, it is widely used in all sorts and sizes of office. Is it, then, going to join the typewriter as a basic tool of modern clerical and administrative work?

"Yes," is the unhesitating answer I was given recently by NALGO member MISS E. ANNE FORDE, superintendent of typing services at the headquarters of the Central Electricity Generating Board.

Responsible for nearly 250 typists, shorthand-typists, duplicator operators, and supervisors in the board's six London buildings, Miss Forde is playing a leading part in extending their use of dictating machines of all kinds. With her, I spent a stimulating day at Bankside House, looking at, learning about, and trying out, some of those already in service there.

In one office, I picked up from a compact desk unit a microphone the size of a small electric torch. By pressing a button in its side, I started a tape-recorder in another room on another floor. By pressing another, I converted the microphone into a loud-speaker, and could hear and correct what I had just dictated. If I went on dictating for the full 30-minute length of the spool, I was told, I would hear an intermittent buzzing, warning me to replace the microphone until another signal told me that I

had been automatically transferred to the next receiving machine, or that another spool had been fitted to the one I was using.

A few minutes later, I was being shown the tape-recorder "exchange" itself, in a corner of one of the Bankside typing pools. As I watched, another of the four receiving machines started up: one of the two dozen transmission engineers connected to the exchange had started dictating in his office.

I saw how, whenever anyone stops dictating, a signal attracts the attention of the pool supervisor, who can then play back the signature, or any other part of the dictation. In this way, she can identify the dictator and watch for any snag before handing the work on to the typist. I saw, too, how the flat, transparent case, containing the recording tape winding from one spool on to the other, can be transferred from receiving to transcribing machine in two or three seconds, untouched by hand.

Next, I borrowed the earphones of one or two of the typists who were using the four transcribing machines in the same room. The reproduction, I found, was remarkably clear.

## Five typists—70 dictators

Bankside's first "Tape-Riter" exchange—as this system is called—was put in some nine months ago, to serve the design and construction department of the board. It was, in the first place, tried as an experiment, with hired equipment—and it was a success. The equipment has since been bought, and there is already a second exchange in the building, this time serving part of the transmission department.

What do the users think of the new

system? Do the engineers mind dictating to a microphone instead of to a shorthand typist from the pool? Do the copy typists mind listening to a disembodied voice instead of following a written draft?

The answers to these questions—and they are favourable ones—have been determined partly by wise planning. Miss Forde told me something of the spadework that prepared the ground for the first Bankside installation. There were already similar exchanges in the industry at Manchester and Liverpool, as well as in many major commercial undertakings, and others have since been installed at Portsmouth and Bristol. She herself visited the one at the Kingston headquarters of the South Eastern division, where she found five typists handling with ease the work of 70 dictators.

This, and other demonstrations and investigations, persuaded her that the system could save time and money, as well as help to overcome the ever-present difficulty of getting suitable recruits for the shorthand-typing pools in a building that is a little way from London's beaten tracks. She passed on her enthusiasm to her chief, A. C. JENSEN, the board's assistant secretary (general services), and together they discussed it with representatives of the department chosen for the experiment—including the supervisor of its typing pool, NALGO member MRS. R. E. DOWD.

This preliminary consultation made sure that engineers and typists alike would at least approach the change with an open mind. Now, some months later, I found most of them delighted with the way it is working out.

The reaction of the several typists I spoke



to is summed up by that of MISS L. M. NICHOLS, who works in the second exchange, and who, like so many of them, is a member of NALGO.

"I much prefer it to copy-typing," she said. "The work is more interesting and more concentrated, and the time goes more quickly. There is more personal contact, too—you hear the man's voice, you type his letters as well as the more impersonal material, and you see him when you take his work back to him."

Miss Forde aims to preserve this sense of personal contact. As far as possible, each girl will serve the same group of men most of the time. She will thus get to know their voices, their tricks of dictation, and their technical terms; and the men will feel that they know the girls doing their work.

### No delays—and fewer mistakes

All I saw built up for me a composite picture of the advantages of the new system. The shortest letter or memo can be dictated at once; there is no waiting until a pool shorthand-typist is free—she may then arrive at an inconvenient moment anyway—and no temptation to save up small items until there are enough to justify her visit. There is no waste of a girl's time when someone comes into the room, or when the telephone rings. And, most important of all, it makes for accuracy and speed:

"Perhaps it's because the typist can play a sentence back several times if necessary," one of the engineers suggested. "And, of course, the system cuts out one of the possibilities of error: the inadequate shorthand outline."

Since so much of the dictation is technical—internal reports and correspondence, comments on tenders and drawings, and so on—the high standard of accuracy is greatly to the credit of the typists who have so quickly mastered the new method.

### Extra £16 a year

This high standard reflects both careful selection and willing co-operation. All the audio typists, as those using dictating machines are called, are volunteers, and all the volunteers are carefully tested in English, spelling, and punctuation—even more important on this work than in ordinary copy-typing. Those who pass the test and go on to the job receive, of course, the extra £16 a year which the national agreement stipulates for "a copy typist required to make substantial use of a dictating machine." Miss Forde was an early campaigner for such a payment, because of the higher standards and greater concentration demanded of girls who are wearing earphones for much of the day, and also because of the big increase in "output" under the new system.

The "Tape-Riter" is a major installation. At the other end of the scale, I was shown a tape-recorder small enough to slip into an overcoat pocket. This "Minifon" measures 4 x 6½ x 1½ inches and weighs 2½ pounds. Using 0.002 inch wire, it can record for an hour at a time, working either from batteries (included in the stated weight) or from the mains.

Some of the board's senior officers, I was told, use these miniature machines at home or on journeys. Engineers can take them along when they visit sites, and record their

notes verbally instead of struggling with pencil and paper in high winds and driving rain—though weather noises may be an extra hazard for the transcribing secretary, who is already trying to ignore a background of pile-driving or acetylene-welding.

MISS JOAN COLLINS, a NALGO member who is private secretary to A. E. HAWKINS, the board's system planning engineer, told me of yet another use for the "Minifon"—when Mr. Hawkins went to North America last year for international power conferences, he recorded part of the proceedings and sent the featherweight spools back by air. Transcripts awaited him on his return.

Like some of the other private secretaries I spoke to, Miss Collins prefers to treat the tape-recorder as a rough notebook, translating it into shorthand before she types it or re-dictates it. One reason for this was suggested to me by another of the board's senior officers, S. R. GALLOP, assistant secretary (administration). A private secretary, he pointed out, is even more subject to interruption than is her chief, so it is difficult for her to settle down—as can a pool typist—to a steady spell of transcription from a dictating machine.

### Recording the minutes

Mr. Gallop, who is a NALGO member himself, uses one of the many machines between the miniature and the massive that are as widespread at Bankside as elsewhere. In his case, it is a "Stenorette," which he uses for dictating the minutes that are an important part of his work.

"It is a 'bitty' process in the office," he explained, "with constant pauses that would waste the valuable time of a shorthand-typist. With a tape-recorder, I can work at home as effectively as at the office."

I had seen only a few of the machines

that are speeding and simplifying the work of the Central Electricity Generating Board's headquarters staff. But I had seen enough to recognise that the dictating machine is here to stay—and that it will bring some important changes with it.

### What about shorthand?

In one of the shorthand-typing pools, for example, I found the assistant supervisor, MISS B. E. SCOTT—another NALGO member—and some of her colleagues understandably unhappy at the thought that their particular skill might dwindle in importance. Like many other good shorthand-writers, they have an affection for shorthand, difficult to convey to those who have never done it. Fortunately, C.E.G.B. headquarters has many chief officers, and consequently many private secretaries. Pool shorthand-typists stand an excellent chance of promotion to these posts. And, in any case, there is no question of redundancy among them: the work of the supply industry constantly expands, and, as already mentioned, good shorthand-typists are hard to find.

Shorthand is older than typing: but it was the invention of the typewriter that brought it into its own—how recently can be seen from a comment made in 1887:

"The art of dictation is almost a new art, but it is spreading rapidly, and business men are beginning to understand that much of their lives has been wasted in the mere mechanical drudgery of letter writing."

Many a shorthand-typist must feel that she has wasted much of her life waiting for her boss to finish his telephone conversation or to resume his train of thought. She may take comfort from the thought that dictators and typists alike may now be well over the threshold of a change in office methods almost as fundamental as that brought about by the typewriter in our grandparents' time.



**POCKET-SIZE** recording machine: secretary JOAN COLLINS experiments with the "Minifon" her chief took with him to Canada last year. The microphone she holds in her hand can be worn on the wrist like a watch

**SETTING A GOOD EXAMPLE:** as assistant secretary (general services), A. C. JENSEN has played an important part in the change-over to dictating machines. Here, he himself is using a "Stenorette"



## NALGO SURVEY EXPOSES TOWN HALLS'

## Frosty welcome to John Citizen

*Left to wander in  
departmental  
maze*

*Interviewed by  
juniors in  
corridors*

*No privacy for  
confidential  
talks*

## "ABOMINABLE HATCH AND A BELL MARKED 'PUSH'"

LOCAL GOVERNMENT, we often claim, is the most intimate and democratic of all our institutions. It touches John Citizen at every stage of life, from cradle to grave. It helps him in his home, his school, his leisure and in all he does. It is *his*—managed by the people he elects, paid for by his money, giving him what he wants in the way he wants it. He is owner, boss, paymaster, and customer in one.

But how does local government welcome the boss when he calls on it as a customer?

That was the question NALGO put recently to all its branches.

The answer—given by 750 local government branches, representing close on 1,000 of the 2,000 local authorities in England, Wales, and Scotland—makes grim reading.

Nearly half of this total, it shows, do not welcome him at all.

Of the branches replying, 45 per cent describe the facilities offered to the visiting ratepayer as "generally inadequate" even by the austere standards common to the public service. In some, they are declared to be "non-existent." In most, they are poor by any standards. In no more than a handful do they even approach the standards offered by commercial enterprises of comparable size and importance.

## Biggest councils the worst

As might be expected, the smaller authorities, with fewer visitors and thus a simpler problem, present the least unsatisfactory picture. Sixty-nine per cent of the rural district branches, 58 per cent of the urban districts, and 53 per cent of the boroughs consider their reception facilities to be "adequate." But only 23 per cent of county borough branches make this claim. The county councils give a better picture, with 55 per cent "adequate."

What do we mean by "adequate" reception facilities? That must depend on many factors—the standards set, the personal approach of the individual judging, the circumstances in each town. No general questionnaire can, therefore, elicit a true picture, only a broad impression.

But even within these limitations, the impression given by the answers to this questionnaire is a poor one.

The standards NALGO set were far from lavish. Was there, it asked, any central point

at which the inquirer could get his questions answered—or must he first find one or more separate departments? If there was a central reception office, did it offer such normal amenities as seats, warmth, a peg for wet raincoats, an umbrella stand, a lavatory, magazines to read when waiting,

## Six points of failure

NALGO's inquiry showed that, in nearly half the local authorities in the country, arrangements for receiving visitors and answering their questions are "generally inadequate" and sometimes deplorable. The main shortcomings brought to light are:

- Old-fashioned, draughty, and generally drab and depressing accommodation.
- Absence of central inquiry points where departments are widely dispersed.
- Inadequate signposting of buildings, departments, corridors, and offices, through which visitors wander aimlessly in search of the office they want.
- Shortage of chairs and other simple amenities for visitors who have to wait.
- The practice of leaving visitors to the mercy of untrained juniors.
- Lack of proper accommodation for interviews, which must be conducted through hatches, over open counters, in general offices, or even in corridors—with no facilities for confidential matters to be discussed in private.

some privacy for the discussion of personal problems, a shelter for perambulators, and a public telephone?

If there was no general inquiry centre, how was the visitor directed to the departments he wanted, and what amenities did he find there? Were the departments themselves near together or widely scattered?

Of all the authorities covered, only one-quarter provided any kind of central reception. And in most of those, the facilities were rudimentary—a hall porter, often missing on other jobs; a telephone exchange with buzzers constantly interrupting conversation; an

"information department" old-fashioned and dark, containing only counter and seats; a "porter's" locker room, six feet by nine, dark and mean; an information desk with a single seat.

The remaining three-quarters lacked even this. Take this example, from a big county borough that is also a seaside resort catering for visitors in their thousands:

*We have no information office, inquiry desk, or porter. Visitors depend for guidance on the lift attendants or a passing member of the staff. There is a waiting room with seats—but no coat pegs, umbrella stands, magazines, lavatories, or telephone.*

Or this, from a Scottish burgh:

*No information office, desk, or porter. There is an inquiry counter in the clerk's department, with a single chair—but the counter is often covered with agenda papers being stapled, and buzzing from the switch-board often interrupts interviews. Queries are answered by the nearest typist available—and most of the five other typists in the office can hear every conversation.*

## Widely scattered departments

One of the oddest is a borough of 170,000 inhabitants which has an information office—but since this is at the back of the town hall and there is no direction board, few visitors find it!

Most wander aimlessly about until a porter or officer spots them and offers help. Those not noticed just continue wandering or go into the first office they find. Any who have to wait must do so in corridors provided with a few forms or seats discarded as no longer suitable for public halls. Private interviews are impossible, save for the few people seen by senior officers in their own rooms. The building is filthy, the walls being cleaned only when it is redecorated.

Of the three-quarters of councils which receive their visitors in departments only, most are no more welcoming.

In many, the visitor's first problem is to find the department he wants—sometimes in the same building, sometimes dispersed throughout the town.

A county council has its children's department 1½ miles, its architect's, valuation, welfare and land agent's departments two miles, and its civil defence department four miles from the head office.

The offices of a borough council are converted from old houses with "warren-like



interiors, dark rooms, and mysterious passages" through which visitors must find their own way. A ratepayer wanting to complain about a drain may go to the chief public health inspector—and be sent to the borough engineer, whose office is a mile away, uphill.

And even when departments are in the same building, inquirers may have far to go. In one county borough, for example:

*The education department is divided into three sections, all upstairs, each with a separate entrance. Since there is no central office and no lift, the caller not knowing which section he needs may have to climb and descend three sets of stairs.*

### "A nasty little room"

Having penetrated one of these rabbit-warrens, braved the mysterious passages, climbed the stairs or walked half-way across the town to the department he wants, what does John Citizen find there?

In most, the answers suggest, only "a nasty little room smelling of soft-soap, without a single seat, an abominable hatch and a bell marked 'push.' When he pushes, a sliding panel shoots across, a barely visible face asks what he wants, and the hatch is closed with a bang while the boys behind the scenes are looking for the answer."

In a big county borough, "most departments are in overcrowded old buildings and visitors are interviewed in big general offices or in passages."

*There are no seats for visitors in any department, reports a borough branch. Those to the housing department wait in a draughty corridor, fitted with a sliding hatch. Not more than one waiting room in ten provides pegs for wet raincoats, and only about one in fifty gives the waiting citizen anything to read—and then usually nothing more exciting than technical journals.*

Very few provide shelters where a mother can leave her baby in its perambulator. Some allow prams in their central lobbies—but a mother calling at the third-floor office of a London borough must leave her baby in the street outside.

### No privacy for personal talks

Lack of privacy, even for the most personal discussions, is a common complaint.

In one county borough, for example, "rates collecting and hardship cases, housing mortgages and loans, and funeral arrangements with the cemeteries department, must all be discussed over the public counter."

Arrangements of this kind are not only daunting to the visitor, they encourage time-wasting by the staff. For, as one branch secretary points out:

*"When members of the public are present in a general office, staff are reluctant to go on with their work, and some think it impolite not to engage in general conversation with visitors who are waiting."*

Whom does the visitor see? Sometimes, as in the Scottish burgh already mentioned, "the nearest typist available"—with the other typists listening in. In others, the switchboard operator—between calls. More often, as in a big county hall, the junior—inevitably only partially trained and "not always as tactful and polite as he might be."

All this—and the examples could be multiplied many times—suggests that local

government has scant regard for its masters and customers. That is bad enough. But more serious is the effect of such chilling reception on the service and its officers. As the Birmingham branch magazine *The Guildsman* commented last month:

*"The conditions to which callers are subjected start us off on the wrong foot. . . . The ratepayer, when he calls at the Council House—bought with his money—should be received with sympathy if he has a problem, with tact if he has a grouse. But we are hindered in our work. How can we sell our services to the public if we have no shop window? . . . Local authorities seem to think that what was good enough for the nineteenth century is good enough for today."*

Of course, there are good reasons for many of these defects. Just because it is public money they are spending, councillors are reluctant to invest in what they may regard as "frills"—and are sensitive to criticism should they do so. And post-war capital restrictions have prevented many from building the new town halls and offices they recognise to be urgently needed.

### What could be done

Nevertheless, need the picture be quite so black as it is? The few examples of good facilities show what could be done.

Take the county council, lately rehoused in a former big hotel. Here, the visitor is received in the main vestibule at a reception desk manned by "courteous uniformed commissionaires" who either send him to the department he wants, guided by colour-keyed direction signs similar to those in the London Underground, or call the officer he wants by telephone. Each department has its own comfortably furnished inquiry office, with space for private interviews.

Or the London borough where, in addition to an information office and inquiry desk, the public relations officer has his own office in the entrance hall and is available to deal with any inquiry the porter cannot answer.

Or the county borough where the visitor is welcomed by a curator in a pleasant reception office and either taken or directed to the department he needs: if he is old or infirm, he is given a seat in the reception office and the officer he wants is brought to him.

Or the rural district council which has a separate colour scheme for each department, so that visitors, directed by the central telephonist-receptionist, can readily find their way.

Nor are new and more spacious buildings essential. In the offices of an urban district council, visitors are received by the telephone operator housed in a kiosk in the main hall which she herself keeps "pleasantly decorated with flowers and plants."

The questionnaire went also to branches in the other services covered by NALGO, but replies from these—60 from health, 41 from electricity, and 15 from gas branches—were too few to justify firm conclusions. So far as they went, however, they suggested that reception facilities in these services were generally a good deal better than in local government. Five-sixths of the health branches, two-thirds of the electricity branches, and three-quarters of the gas branches regarded their arrangements as satisfactory.

This inquiry shows clearly that, even by the meanest standards, nearly half our local authorities give a frosty welcome to John Citizen when he visits "his" town hall.

Often, it is true, this is recognised and

### RATEPAYER ERRANT

A long way after Mr. John Betjeman

*Empty in the dusty twilight  
Unwashed windows make of day,  
Pock-marked corridors unending  
Carry life and time away.*

*"Tasteful" beige once partnered marble,  
But tasteful beige is peeling fast.  
Red or blue, the pictured elders  
All are turning brown at last.*

*Blunder on to find "Inquiries"—  
Barren room, unintended hatch,  
Broken bell-push, dingy ash-tray,  
Cigarette-end, burnt-out match.*

*Up the unlit stairs and down them.  
Stuffy office. Are we there?  
Busy clerk is sorting, sorting,  
Dust, then sit on, shaky chair.*

*Wonder if the pram's been stolen?  
Watch brotly drip, and plastic mac,  
Dripping on the faded lino,  
Cake the dust in every crack.*

*"No, you want the public cleansing"—  
Cross busy street, climb rain-drenched hill.  
Chance upon a friend returning—  
Or I might be wand'ring still.*

*Tell my troubles to a typist  
While her sisters coyly peek:  
"Sorry dear, he's in committee.  
Call again—tomorrow week."*

ICONOCLASTS

deplored by councillors and officers alike, and will be remedied as soon as ancient buildings can be replaced by new. But need we wait so long?

A few comfortable chairs, a coat of paint, a gay picture or two (not, one hopes, grimy portraits of long-dead aldermen), a bowl of flowers, a handful of magazines, a cosy fire, a knowledgeable receptionist able to answer simple queries, and clear direction signs to different departments, would cost little but would transform the bulk of our town and county halls. All that is needed, indeed, is the imagination to put oneself in the ratepayer's shoes, the desire to write "Welcome" on the mat, and the drive to persuade councillors and chief officers to translate that desire into action.

### A task for branches

NALGO is doing its part. It is bringing the results of this inquiry to the notice of the local authorities, their associations, and the citizens. Now it is for branches to do theirs. If they will follow up the inquiry by looking carefully into the facilities provided in their own offices, by making constructive suggestions for their improvement, and by taking these to their councils, they will go far to change the picture. Some have already made a promising start.

The result could mean a great deal more than a few comforts for the visiting citizen. It could calm his fears, allay his suspicions, mollify his antipathy, speed his inquiries, and, by a general easing and streamlining of work, contribute materially to staff efficiency. This is an aspect of work study commonly overlooked by "O. and M." experts. Cannot we fill the gap?

# REVOLUTION IN MENTAL HEALTH

## How the new Bill may affect officers' work

**Dr. X:** The fundamental thing the Bill recognises is that an ill person—whether the illness is physical or psychological—needs care and treatment.

The custodian attitude towards mental illness has gone, the legal set-up is confined, and the patient is safeguarded against any mistake or false detention. A Justice of the Peace cannot exercise clinical judgment, only authority. Now that two medical recommendations are required in the case of compulsory detention, judgment is exercised by doctors whose special training ensures the maximum degree of safety.

Since one of the medical recommendations should come from a doctor who knows the patient personally, there is bound to be a growth of the general practitioner's awareness of his patients' psychological problems.

The new definitions of mental disorder recognised for compulsory detention, where necessary, have broken away from the Royal Commission's deliberate and scientific recommendations. The Commission suggested the three terms "mentally ill," "severely sub-normal" and "psychopathic." Its idea was that the higher grade defectives—called "sub-normal" under the Bill, and now liable to be compulsorily detained—should be catered for by the welfare services in the community. These people are, for the most part, harmless but dependent, and could live normal lives under a certain degree of protection.

The Commission also refrained from defining psychopathic personality—described in the Bill as "A persistent disorder of personality . . . which results in abnormally aggressive or seriously irresponsible conduct"—because it thought it more important to safeguard the liberty of the subject than to form a definition which might or might not be scientifically valid in recognising cases which could be treated medically.

### More responsibility for doctors

**Mr. Ryder:** Everyone will welcome the ease with which those coming forward voluntarily for treatment will be able to obtain it without legal formality or the expense of medical services to get certificates.

The new definitions of mental disorder are not as offensive as the old. As far as the new compulsory arrangements are concerned, the need for two medical certificates will put more responsibility on family doctors, and I wonder whether mental welfare officers will have difficulty in finding doctors willing to sign the hospital applications. It would seem that it will be much easier to enforce early care and treatment for mental deficiency patients.

**Mr. Westmoreland:** The provision for completely informal entry and departure for those willing to seek hospital treatment for

The new Mental Health Bill has been generally welcomed as a progressive step towards the better understanding and treatment of all forms of mental illness. But what does it mean to the hospital and local authority officers who will have to carry out its terms when it becomes law? *Public Service* has interviewed two men with long experience in the mental health field—Dr. X, medical superintendent of a mental deficiency hospital (who wishes to remain anonymous), and Mr. E. E. Ryder, administrative officer in charge of the London county council mental health department—to find out their personal reactions to the Bill. Mr. J. E. Westmoreland, who is honorary secretary of the Society of Mental Welfare Officers and himself an experienced mental welfare officer, also sent us his personal views. These have been incorporated with the others in this discussion on some of the Bill's major provisions.

mental disorder—in just the same way as patients may seek treatment for physical illness—is a natural evolution from the voluntary procedures introduced in 1930. Indeed, many mental hospitals have already "de-designated" part of their premises, and have been receiving patients informally.

### Compulsory procedure snag

It is around the suggested compulsory procedures that controversy is likely to rage. These are reduced to two, with a procedural variation in one in case of urgent necessity. They are—"application for admission for observation" (as a result of which a person may be detained for 28 days), taking the place of all the present short-term orders; and "application for admission for treatment," which replaces all forms of what is commonly called "certification." The procedures are the same for mental illness and mental deficiency.

The application may be made by the nearest relative of the patient, or by a mental welfare officer (who must have taken all practicable steps to obtain the consent of the nearest relative), and, as has been said, must be supported by two medical recommendations. The fact that one of these must come from a doctor who has experience in the diagnosis or treatment of mental disorder is a new and important provision in cases of mental illness, although it has been obligatory in cases of mental deficiency since 1914.

How the procedural variation which I mentioned just now for use in cases of urgent necessity is to operate is at present obscure. The Bill says: "The medical recommendations required for the purpose of an emergency application may be signed after the date of the application," but then

goes on to say: "the application shall be sufficient in the first instance if accompanied by one such recommendation, given, if practicable, by a practitioner who has previous acquaintance with the patient."

Since the medical recommendations (both of them, presumably, since the plural is used) need not be signed until after the date of the application, it is difficult to see how the application can be accompanied by one of them. Is it the intention that a doctor shall see the patient but, to save time, need not complete a certificate until later? Or should a mental welfare officer—one cannot see the nearest relative getting mixed up with this procedure very often—make an application, admit the patient to hospital—and then arrange for the medical examination?

This procedure is likely to be invoked frequently, and it needs to be clarified if there is not to be considerable initial confusion.

### Can hospitals refuse entry?

The use of the word "application" makes it difficult to understand precisely what is intended with regard to compulsory admission and detention. An application is usually construed as something which may be acceded to or refused, and certainly the Royal Commission recommended that hospitals should have the right to refuse to admit a patient for whom they felt they could not provide adequate care and treatment—a recommendation that filled every mental welfare officer with grave misgiving.

But, in the event, the Bill does not specifically confer on hospitals the right to refuse an application—and neither does it say they must accept every application, but surely that is implicit, or there would be procedures for making application to a second hospital when one had refused the patient.

The confusion is not made less by the fact that "mental hospitals" disappear and only "hospitals" remain. A hospital is defined as any hospital vested in the Ministry, any accommodation provided by a local authority and used for hospital and specialist services, and any state institution. It is clear, therefore, that, in future, mentally disordered persons can be detained against their will in a general hospital, or in a specialist hospital other than one treating mental disorder. It may well be that such a hospital could be required to receive patients for whom application for admission is made under the Mental Health Act, whether it liked it or not.

This point must be clarified before the Bill becomes law. Surely it cannot be the intention that any and every hospital should be required to receive mentally disordered persons. But, on the other hand, it is clear that some hospitals should be so required, otherwise the mental welfare officer's night-



## 'Local authorities may still do as they think fit'

mare will come true: he will find himself driving endlessly around with the patient nobody wants. And there are enough of these to make this a very real fear!

**Dr. X:** The fundamental answer to any unease is effective liaison between family doctors, psychiatrists, medical officers of health, and welfare officers.

The British Medical Association and the Royal Medico-psychological Society have given their blessing to the general trends of the Royal Commission's recommendations, and it follows that doctors are prepared to accept their responsibilities.

If hospitals have the power to refuse entry, this is a safeguard for the patient. It will prevent his being dumped into some kind of institution which may not have the facilities for treating his illness. When a doctor is asked to help a patient, it means something to him, and he is the best judge of whether he can help or not.

**Mr. Ryder:** The right of hospitals to refuse entry may make the work of mental welfare officers more difficult, but general hospitals today are not compelled to accept patients, though the need for treatment may be equally

urgent—and there is comparatively little trouble there. It would, I think, be wrong to assume that the doctors will make difficulties. It is, after all, a matter of good relationships between hospitals and local authorities.

### "Poor do" for welfare staff

**Mr. Westmoreland:** When we come to Part II of the Bill, dealing with local authority services, I think many people will be disappointed. Although the functions of local health authorities covering prevention of illness, and care and after-care of patients, have been widened in scope, they remain permissive in character.

This means that local health authorities may continue to take only such action as they think fit—and the past has shown how little some of them see the need for an extensive community health service. Adequate community care services for the mentally disordered are becoming as important—if they are not already so—as adequate hospital services, and it is daunting to those working in this field to find that the govern-

ment is not persuaded of this fact, and has not taken steps to ensure that local authorities shall provide them. This is a major departure from the Royal Commission's recommendations, which were in favour of enforcing extended local authority services.

The mental welfare officer has a poor deal from the Bill. He is loaded with responsibilities, but is given no rights and no status. He is defined merely as "an officer of a local health authority appointed to act as mental welfare officer." There are no requirements as to training, experience, or suitability for the work. Local health authorities will apparently still be free to appoint anyone, from ambulance attendants to heavyweight wrestlers, to do a job which, in the patient's interest, should be entrusted only to skilled and trained people. Considering the growing importance of community care, this is a "poor do."

**Mr. Ryder:** The Royal Commission divided responsibilities of hospitals and local authorities. It said that hospitals should deal only with patients who needed specialised medical treatment or continual nursing, including the helpless and severely sub-normal; all other patients, presumably,

## WHAT THE NEW BILL MEANS

THE Mental Health Bill was introduced in the House of Commons on December 17, 1958, and was given its second reading on January 26, 1959.

It repeals the Lunacy and Mental Treatment Acts, 1890-1930, and the Mental Deficiency Acts, 1913-1938, and proposes substantial changes on the lines recommended by the Royal Commission on the Law Relating to Mental Illness and Mental Deficiency, which reported its findings in May, 1957.

Briefly, the main provisions of the Bill are:

★ **One legal code** covers both mental illness and mental deficiency, instead of a separate code for each, as at present.

★ The present statutory limitation of treatment of "persons of unsound mind" in "designated" hospitals is removed; and hospital authorities will be able to arrange that any kind of hospital may receive any type of mental patient, whether informally or under detention.

★ **Mental Health Review Tribunals**—one for each of the 15 hospital regions in England and Wales—consisting of legal, medical, and other members, will consider applications from patients (and relatives) for their release from compulsory detention. They will hold power of discharge.

★ The maximum interval between renewal of authority to detain a patient in hospital or under guardianship is reduced from the present five years to three. The intervals are at one year, a further year, then two years, and subsequently every three years. The patient has the right, whenever the authority is renewed, to apply to the Tribunal.

★ The single term "mental disorder" is introduced to cover all forms of mental illness or disability. Provisions for compulsory detention recognise four groups of mentally disordered patients—mentally ill, severely sub-normal, sub-normal, and psychopathic.

★ **Compulsory powers of detention** will be exercisable only where no other appropriate methods of dealing with a patient are available. Apart from criminal court cases, no judicial order will be required. Improper detention is safeguarded by two procedures: two medical recom-

mendations will be needed in all cases (except in emergencies, where one will be sufficient for the first 72 hours); and patients will be able to apply to a Mental Health Review Tribunal at any time within six months after admission.

★ Mental hospitals are charged with reviewing existing patients' cases to see whether their mental disorder needs a different type of care.

★ Generally, the nearest relative of all patients admitted under the new procedures will hold the power of discharge (at present this does not apply in the case of mentally defective patients). This general rule will not, however, apply to those admitted from a penal institution or approved school or following court proceedings, nor where the power of discharge has been transferred to some other person by the county court. Powers of discharge are also given to the doctor responsible for the patient's treatment, in addition to the hospital managers as at present, and (in cases of guardianship or patients detained in private nursing homes) to the local authority.

★ **Psychopathic and sub-normal patients** may be compulsorily admitted under the age of 21, but over the age of 21 only after court conviction or transfer from prison (except that patients of any age may be detained for not more than 28 days' observation). These patients will not be liable to detention after the age of 25 unless they were originally admitted through the courts or transferred from prisons or approved schools or they are considered to be dangerous to themselves or others.

★ Patients who are detained may be given leave of absence from the hospital at the responsible doctor's discretion. The power to detain lapses after six months' leave of absence, unless

the patient is recalled to hospital or transferred to guardianship.

★ Mentally disordered patients of any age convicted in the courts may be detained in hospital for treatment or received into guardianship, if the hospital or guardian is willing and if the court considers this most suitable.

★ If a court of assize or quarter sessions considers it necessary for the protection of the public, it may order that a mentally disordered person convicted before it or (in the case of quarter sessions) committed from a magistrates' court, shall not be discharged without the Home Secretary's consent. While such a restriction is in force, patients will not have access to a Mental Health Review Tribunal, but the Home Secretary will be able to refer to the Tribunals for advice.

★ The Board of Control is wound up. Some of its functions will be carried out by the new review tribunals, others by the local authorities and the Minister of Health.

★ The three state hospitals—Broadmoor, Rampton, and Moss Side—will come under the direct management of the Minister of Health. They will not be incorporated into the National Health Service administrative system.

★ The powers of local authorities under the National Health Service Act, 1946, to provide community care for mentally disordered patients are extended so that the services now provided under the Mental Deficiency Acts can continue. Amendments are proposed to the National Assistance Act, 1948, and the Children's Act, 1948, to allow authorities greater freedom to organise services for mentally disordered persons within the framework of their general health, welfare, and child care services.

★ The procedures for children found to be unsuitable for education at schools are revised. Local authorities may compel parents to send children to a training centre, if they are satisfied that the children are not receiving adequate training. In addition to their right of appeal to the Minister of Education, parents are given a new right to apply to the local authority once a year for the decision to be reviewed.

should be cared for in the community by the local authority services.

This is sensible and reasonable. But all municipal hospitals and institutions for the mentally deficient were handed over to the national health service in 1948 and, since then, residential care has been provided by the hospital authorities.

The position now is that there are many patients, particularly in mental deficiency institutions who, according to the Commission's definition, should be cared for by the local health authorities—in London, about one-third of the 7,500 or so may come into this category. It will tax all the resources of the London county council to provide residential accommodation for the new cases with whom it will have to deal, let alone any of the existing patients whom the hospitals may now discharge. This will prevent us from doing what we think is the first priority—providing residential accommodation for patients who are suitable for rehabilitation for normal life in the community. How are we going to get additional sites and properties in London—especially after all the other welfare services have been settling themselves in since 1948?

**Dr. X:** The local authorities have a big problem. Only ten years ago, local authorities had much of their residential facilities taken away by mandate; and now they are asked to extend their services. They are asked, in fact, to do a job without the necessary tools.

### Government "passing the buck" ?

You get what you pay for in this world, and if Britain wants a better mental health service, it must provide for it. The other side of the problem is—what can the country afford? It is the responsibility of the government to decide what it can spend on the health services—but it is now trying to get around the problem by "asking" local authorities to provide additional services.

A review of all existing hospital cases will mean that the harmless but dependent patients, who can do with less care than a mental hospital provides, will be able to live in the community. If, in practice, there is an enormous waiting list for local authority residential care, some provision will need to be planned for them. There certainly will be such cases: in my hospital we have already had an extensive review since the Minister of Health accepted the Royal Commission's recommendation that some cases could be dealt with before legislation. From a total of 841 patients, 272 men and 261 women have been discharged from the provisions of the existing Act. At the moment they are living in the hospital as informal cases.

**Mr. Westmoreland:** A provision that may cause considerable excitement among some people is the power to be given to Courts of Assize and Quarter Session not only to order mentally disordered persons guilty of offences to be detained in hospital, but also to issue an order restricting their discharge. This completely inhibits all the provisions relating to duration and renewal of authority for detention and the right of appeal to the Mental Health Review Tribunal.

Another provision that will be disquieting to those working in the mental deficiency field is that concerning patients' leave of absence. It is provided that when a patient has been absent

on leave for six months and has not been recalled, the authority for detention will cease to be effective, and there will be no further power of recall. Many experienced mental welfare officers will feel that subnormal persons may need a longer period of rehabilitation under supervision before they can reasonably be expected to manage their own affairs.

**Dr. X:** This provision is a direct result of public opinion. Many patients lived for years outside a mental deficiency hospital with the shadow of being recalled hanging over them. There is provision for a patient to be referred to a local authority for care and guidance under guardianship at any time during his six months' leave or afterwards. Also, when a patient does not require specialised treatment under the provisions of this Bill, he may be referred to any of the other statutory welfare services.

### Minister as judge—and jury !

**Mr. Westmoreland:** Few will mourn the winding up of the Board of Control. But the result appears to be rather extraordinary. The Minister of Health will become responsible both for providing and managing the hospitals in which mentally disordered persons may be detained, and for inspecting their material standards and the position of those detained therein—surely a remarkable example of "the devil would both judge and jury be."

**Dr. X:** The evidence of the Ministry to the Royal Commission recommended the dissolution of the Board of Control which, since 1948, had been a department of the Ministry of Health. The Board has played an impressive part in developing a high standard of psychiatric care in the country in the past. Now the mental hospital has come of age. No one visits a general hospital to see if the surgeons are making a mess of their operations: and it is assumed that the people who run mental hospitals are capable of doing their job without supervision.

## 21 NALGO members in New Year Honours List

CONGRATULATIONS to the following members who have received honours in the New Year List:

### C.B.E.

**F. D. Arney**, general manager, Port of Bristol Authority.

**V. Lawrence, O.B.E.**, clerk, Monmouthshire county council.

### O.B.E.

**E. R. Ashill**, chief officer, Hampshire Fire Brigade.

**H. A. Clidero, M.C.**, town clerk, Bridgwater.

**H. W. L. Lawson**, valuation assessor, Ayrshire.

**P. W. MacLagan, M.C., M.D.**, medical officer of health, Berwick-on-Tweed.

**J. A. O'Keefe**, chief officer, public control department, Middlesex county council.

### M.B.E.

**A. E. M. Fenna**, lately fuel overseer, Hackney and Stoke Newington.

**Miss E. Garnett**, youth organiser, Nottingham.

**J. Graham**, chief public health inspector, Manchester.

**A. Morris**, civil defence officer, Monmouthshire.

**Miss M. B. Napier**, head of department for psychiatric social work, Dundee Royal Mental Hospital.

**E. G. Parsons**, senior clerk, Devon C.C.

**J. Penny**, local fuel overseer, Dundee.

**Miss M. M. Thomas**, assistant secretary to the Lord Mayor of Bristol.

**R. P. Thorne**, honorary treasurer, Cambridge savings committee.

**F. W. Walpole**, lately clerk, Godstone R.D.C.

**E. S. Wilson**, road safety officer, Slough.

### B.E.M.

**J. Donnelly**, assistant distribution superintendent, Carlisle sub-division, Northern Gas Board.

**W. B. Marley**, superintendent of distribution, Liverpool corporation water department.

### Fire Service Medal

**H. A. Edgerley, M.B.E.**, chief officer, Warrington Fire Brigade.

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## MY BOOKSHELF

by LAURENCE WELSH

# What would happen to wages without the trade unions?

WE ALL KNOW the kind of non-member who maintains that trade unions do not really have any effect on pay levels. His doctrine is simple: if employers are short of staff, they offer better pay; if they have plenty, they cut it down. Such people are not likely to read Professor P. FORD's *The Economics of Collective Bargaining* (Blackwell, 10s. 6d.) but NALGO members would do well to do so and to pass its message on. Professor Ford is a cool and sometimes cutting critic. He sets out to ascertain "how far the wage structure differs from what it would have been in the absence of trade unions" and, even if he fails to show how that difference can be measured, he leaves his readers in no doubt that it is a considerable one.

As an economist, he deals in trends rather than in absolute terms; and he never forgets that, in considering one influence on wage levels, you must not forget others operating at the same time, either in the same direction or in others. If wages go up, employers tend to reduce their labour force; but higher wages may attract better staff, the employers may improve their organisation and technique, and production may rise sufficiently to counteract the first tendency. Thus, however important the effect of trade union pressure may be, it operates in so complex a fashion that it is seldom possible to define it precisely.

Where do public undertakings fit into the picture? Many of them do not need to show a profit, yet they behave as if they did because they are answerable to critical members of the public and are expected to follow the pattern of behaviour of other bosses. Hence the community of interest between all trade unionists in seeking to maintain the general level of pay, for the principle of "fair comparison" is constantly employed. And so it is that, even to public servants not directly implicated in the drive for profits, the never-ending dispute between masters and men for the biggest share of the product of industry has more than an academic interest. Though Professor Ford draws few black and white conclusions, he seems to show that the respective shares have no justification in reason or ethics, but just depend on objective conditions and on the bargaining strength of the two parties. The moral is obvious: make your union as strong as you can.

## Building procedures

IF YOU EVER suffer, as many local government officers do, from the complaints of councillors who expect the particular building in which they are interested to be constructed in a few weeks, commend them to the Royal Institute of Public Administration booklet *Building Contracts*

of *Local Authorities* (5s.). It sets out the plain sense of the matter very tidily: first decide what sort of building you want and for what purposes (the architect can help you to fit type to purpose); let him prepare his drawings and estimates; and after that don't interfere. If you alter your ideas as the building goes up delays and extra costs are inevitable.

In addition to these fundamental, if fairly obvious, considerations, the report contains interesting comments on interdepartmental relations. There is a discussion of the prepayment audit of final accounts; financial officers are told not to interfere in technical matters; other professional officers, though they may properly expect to be left free of detailed supervision, are warned that they should "observe the best professional standards and . . . not object to demonstrating that they have done so." In all, this report, the work of a high-powered team with

SIR PARKER MORRIS, former town clerk of Westminster, at its head, embodies a well-informed study which should be widely read in town and county halls.

## Other books received

*The Directory of Opportunities for Qualified Men 1959.* (Cornmarket Press, 8s. 6d.)

*Government Administration in New Zealand*, by R. J. POLASCHEK. Oxford, 35s. This study of the N.Z. civil service will be valuable to students of comparative government. It is published by the N.Z. Institute of Public Administration.

*Statistics for the Social Sciences*, by T. G. CONNOLLY and W. SLUCKIN (Cleaver-Hume Press, 16s.), second edition, for students who need statistics up to degree level.

*Welfare Services in Herefordshire* (Gateway Publications, 5s.), covering both statutory and voluntary services in a lucid and comprehensive way.

*Bonganga*, by SYLVIA and PETER DUNCAN (Odhams, 21s.): a true-life tale of devotion and heroism in wildest Africa—the life of a medical missionary who was once a clerk with Deptford borough council.

*Children Welcome! and Furnished Holiday Homes*, two invaluable guides to family holiday accommodation, published by Herald Advisory Service, 3 Teevan Road, Croydon, Surrey.

# UNESCO's 'window on the world'

ONE of the most important developments of our time has been the establishment and growth of the group of international institutions known as the United Nations and its specialised agencies.

Each of the agencies has its own special work to do. But all are striving, first and foremost, to safeguard peace and promote progress among the nations.

UNESCO, which was founded in London in 1946, seeks to fulfil that aim by promoting collaboration among the nations through education, science, and culture, "in order to further universal respect for justice, for the rule of law, and for the human rights and fundamental freedoms which are affirmed for the peoples of the world, without distinction of race, sex, language, or religion, by the Charter of the United Nations."

Among the many international non-governmental organisations which have consultative arrangements with UNESCO, and which help it in planning and carrying out its programme, is the International Union of Local Authorities, to which NALGO is affiliated. This co-operation has taken different forms, including the distribution of UNESCO publications through IULA channels and the participation of UNESCO delegations in IULA congresses. The Union has also undertaken two projects for UNESCO: a world-wide inquiry into local government and a study of the rôle of local authorities in adult education and sports.

But UNESCO's relations are not limited to governments and organisations. It needs, too, the co-operation of the people who make up the nations; and to help establish this link it publishes in Paris a monthly

illustrated magazine, *The Unesco Courier*.

*The Courier* has set itself this purpose: to serve as a window open on the world, presenting in both text and image informative and thought-provoking reports on events and problems of world significance in the arts, the sciences, and education. Its interesting and well-illustrated articles give a vivid picture of the endless diversity of peoples and countries.

Among the subjects covered in recent numbers were "Tribal Medicine," "The Conquest of the Desert," and "The Promise of Atom Power." Contributors have included Ritchie Calder, Aldous Huxley, and Bertrand Russell.

*The Unesco Courier* is a first-class professionally-produced magazine. Its subscription rate of 10s. for twelve issues includes a colour number.

UNESCO offers a free specimen copy to readers of *Public Service*. All members have to do to receive it direct from Paris is to fill in this coupon.

To the editor, "Public Service," 1 York Gate, Regents Park, London, N.W.1. Please order for me:

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# Pretty girls aid our recruitment drive

THE PRETTY GIRLS are beginning to arrive at NALGO headquarters. Short and tall, blonde and brunette, they are coming as photographs entered for the *Public Service* competition, announced last month, for the prettiest girl to join NALGO each month during 1959.

This competition is part of the *Public Service* drive to help the Association reach its new target of 300,000 members.

Details, with entry forms, have been sent to all branch secretaries. A prize of £2 2s. will be given to the girl recruit selected as

## Must we be square?

ONE branch has criticised these competitions because they "can do nothing but bring ridicule and discredit to the Association."

But must a trade union always be solemn? Is it true, as Manchester's *Guild Journal* suggested last month, that "NALGO can only be described as cubic—that is, square however you look at it?"

We prefer to believe that even trade unionism can be fun sometimes. Help us to prove it—to show that NALGO, like the merry world, is round.

the prettiest in any month—with a special additional prize for the prettiest enrolled during the year as a whole.

Similar prizes are offered for the best-looking man to be recruited each month. So far, the men seem to be shyer than the girls—none had had the courage to enter up to the time we went to press.

But there is still time. Entries for the January competition will be accepted up to March 2 and for the February one up to March 30.

Two panels have been chosen to pick the winners. They are:

For the girls: A. E. NORTROP (President of NALGO); L. G. LAMBE (chairman of the N.E.C. public relations committee); W. C. ANDERSON (general secretary); and the editor of *Public Service*.

For the men: MRS. NORTROP, MRS.

ANDERSON; MRS. STROTHER (wife of W. Strother, N.E.C., a former President); and the assistant editor of *Public Service*.

We are also offering a prize of £2 2s. to the branch attaining the highest percentage of new members.

The last date for entries based on recruitment in January is also March 2, and the results of the first three competitions will be announced in the April journal.

At the end of the year, there will be a prize of £25 for the branch showing the highest percentage membership increase during the whole year.

## What branch magazines are saying

### Clean food!

THE public health inspector was horrified to see the girl in the bread shop lick her fingertips before handling a customer's loaf. He gave her a stern lecture on the importance of food hygiene and was gratified by the warm support he received from the customer.

As they left the shop and paused by the customer's bicycle, the latter confessed that this habit of the bread shop assistant had always disgusted him, but he had never dared to protest.

"If it wasn't for conscientious blokes like you going round," he declared, "some of these shops would have no standards of decency and cleanliness at all."

The public health inspector was filled with pride. "All part of the local government service," he said. "And very much appreciated, too," said the customer. Then he pulled the tissue off the bread, blew his nose on it and tossed it to the pavement, stuffed the loaf into his dirty saddle-bag on top of an oily rag... and pedalled away.—*THE WHEEL*, Wallasey.

### Definition

WHILEYISM, like marriage, is a system of give and take—a partnership in which both parties prefer reasonable compromise to Shylockism or domination by either side.—A. G. W. in *NALGO JOURNAL*, Wiltshire.

### Make it work

The machinery of NALGO was constructed by very keen and dedicated local government officers, who struggled and endeavoured to produce the standards which we now enjoy. Conditions are for ever changing and, like the combine harvester, must be adapted to meet new fields. This delicate machinery, which stretches out to a quarter of a million members, has a small counterpart in each branch. Are we just oiling that machinery, are we just sitting by it, glad to have it, but just looking after it? Machinery is built to do the work, to save time, to bring a correct answer every time. It is no use whatsoever to have all the data on NALGO, and not to do anything about it. Some members would be quite pleased to pay their subscriptions every month to NALGO, have the prescribed number of meetings, plus the A.G.M. every year, and then leave it at that. In other words, just oil the works and

## DESIGN A NALGO POSTER!

This month, we offer prizes totalling £5 5s. (to be divided at the editor's discretion) for the best ideas for a recruiting poster likely to persuade non-members to join NALGO.

Posters should be eye-catching, persuasive, and suitable for display on branch notice-boards.

They can be pictorial, or letterpress, or both. Inability to draw is no barrier. Whilst we shall welcome finished posters, good suggestions capable of being drawn by a professional artist will stand an equal chance of a prize.

Entries, giving the entrant's name, home address, and branch, must reach the editor, *Public Service*, 1 York Gate, Regent's Park, London, N.W.1, by Monday, March 16.

have the machine standing there idle. By educating all members (and especially new ones) keeping them informed about every aspect, keeping them up to date, and producing results efficiently and quickly... then, and only then, will NALGO begin to grow strong.—*THE BUZZ*, Fleetwood and district.

### What can it be?

Hard and cold, ruthless yet clear,  
The demanding call sounds on the restless air.  
They stop, listening breathlessly;  
Eyes startled, afraid, peer anxiously  
Towards the source of that awful sound,  
The summons from which there is no escape.  
They stare at each other, they look away,  
Their thoughts in a tumult, in their hearts a prayer.

As one reaches forward a trembling hand  
To quell that long imperative call, she heaves  
A sigh of sorrow and despair, of impending doom.

Can it be...? It is! "Old—" wants a typist again!—"C" in *NALGO NEWS*, Norfolk.

### Other people's jobs

The... Assurance Co. Ltd., has vacancies for boys leaving school and men not exceeding 25 years of age. Candidates should possess a General School Certificate or a General Certificate of Education, with passes at "Ordinary" level in five subjects, including English and mathematics. Scale of remuneration rising to £1,025 per annum at age 38, with very good prospects of earlier promotion. Hours: 9.10 a.m. to 4.50 p.m.—5-day week.

Young ladies of good appearance who are attempting G.C.E. in at least English or mathematics are invited to apply for junior positions with a city Insurance Company. Commencing salary £305 p.a. at age 16; free luncheon vouchers and five-day week.

Bank with vacancies in Manchester and other areas invites young men of character and ability to apply for appointment to its staff: the appointments offer a progressive career with pension scheme. Salary scale: 16/17, £265 p.a.; £350 at 20; £640 at 26; and £840 at 31, with scope for additional merit increases. Applicants should be under 25 and should hold the School Certificate or an equivalent General Certificate of Education.—*THE GUILD JOURNAL*, Manchester.



# Let us make NALGO a trade union plus

The declaration of political independence implied in the recent majority vote against affiliation to the Trades Union Congress puts NALGO in an ideal position to study and pronounce upon matters of national importance, suggests "A.W.S." in this short but constructive and thought-provoking article.

WHAT is the real lesson to be learned from NALGO members' recent decisive vote against affiliation to the T.U.C.?

It is that, from now on, NALGO must be more than just a trade union.

Haggling over salaries—important as these are—is not enough. National negotiations have, in any case, taken the bite out of branch life, and have made the old type of branch obsolete.

Our next objective should be to make a new and original impact on politics. And the fact that we have, as an Association, demonstrated our political independence gives us an immense opportunity here.

There is in NALGO a wonderful diversity of professional and technical knowledge. Yet the Conference agenda and debates are little less than scandalous, reflecting only too plainly the lack of thought and study which sponsoring branches give to their notices of motion.

It should be the duty of the National

Executive Council to canalise the expert knowledge within the Association, for the education of public opinion and the guidance of the government. It should send to branches, once a year, a list of selected subjects of national importance for discussion. These should be referred, in the first instance, to branch study groups, which would examine the subject in detail, and refer their recommendations to their respective district committees, who would frame resolutions and recommendations for Conference.

What sort of subjects should branches study? Here are a few suggestions:

The struggle for superannuation for local government officers is part of the NALGO story. Now, when preparations are being made to develop a **national superannuation scheme**, NALGO should examine and pronounce upon the proposals of the rival political parties and, if necessary, prepare a national pensions scheme of its own.

Sooner or later, road, rail, and air transport

will be integrated. Transport members should be at work now on a **transport policy**.

The difference between English and Scots law should be examined, and recommendations made for embodying the best features of both into one **national legal system**.

Gas and electricity members may well have a common employer one day. If they want to share in moulding their own future, they should form joint study groups now to consider a **NALGO fuel and power policy**.

A NALGO policy on **local government finance** is long overdue. The useful articles which have appeared in *Public Service* from time to time could be printed in pamphlet form to provide a basis for study and ultimate formulation of policy.

## Danger of sectional growth

Finally, we should pay more attention to the sectional and professional societies associated with NALGO, and allot them seats on the district committees. In these days of national salary scales, members in similar occupations will tend more and more to get together in groups. NALGO would therefore be wise to offer the sectional and professional societies branch status, or its equal. Joint consultative committees are useless. The present policy—or lack of it—is encouraging the growth of what may eventually become rival associations, and members who are now paying subscriptions to NALGO and to their professional society may not be prepared to do so indefinitely.

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# Must redundancy follow gas reorganisation?

District reports suggest that some area gas boards have successfully averted or alleviated it

HOW IS REORGANISATION, and any resulting problem of redundancy, being handled by the various area gas boards? This is a question of vital interest to gas staffs everywhere.

From time to time, *Public Service* has printed official statements made by one board or another, and news of how board policy is affecting NALGO members and their colleagues. In October, 1957, for example, we outlined the policy of the West Midlands Gas Board on this matter—a policy we described as an example to other parts of the country. Exactly a year later, we reported the constructive way in which the North Eastern Gas Board was approaching the task of centralising its accountancy.

Next month, we hope to print an account of recent developments in the Southern Gas Board—where a serious redundancy problem caused so much anxiety throughout NALGO and figured in a lively debate at the Douglas Conference last year.

Meanwhile, information received from the Association's district organisation officers shows what is happening up and down the country.

## EAST MIDLANDS

In the east midlands, an "excellent understanding has been built up with officials of the East Midlands Gas Board in dealing with problems arising out of reorganisation." This is based on a declaration of procedure made by the board to a composite meeting of all area negotiating bodies as long ago as July, 1954. On this occasion, the following assurances were given:

1. Wherever redundancy is likely to occur, the management will consult with the appropriate trade union representatives, and will notify each individual concerned of his position.
2. Every effort will be made to find suitable alternative employment for any employee whose services are no longer required in his present job.
3. If, however, despite all efforts, future employment cannot be offered, the procedure will be as follows:—
  - (a) the order of termination of employment will initially be: (i) temporary employees; (ii) part-time employees; (iii) employees over 65; (iv) aliens; and (v) married women (if not the principal income earner in the household); and
  - (b) after the personnel listed under (a) above have left employment, the order of retention of the remaining personnel will be determined by the relative efficiency of the employees concerned except that, if there is little or nothing to choose between employees on merit, the "last in, first out" principle will broadly apply, service being terminated in the following order:—(i) shorter

service employees before longer service employees; (ii) if other things are still broadly equal, single employees before married employees; (iii) if other things are still broadly equal, employees junior in status before employees senior in status; and finally (iv) if a choice still has to be made between two employees of equal calibre and circumstances, cases where the termination of employment will cause lesser hardship before cases causing greater hardship.

4. Where it becomes necessary to dispense with the services of an employee on grounds of redundancy, the board will treat every employee as sympathetically as possible. Each case will need to be dealt with on an individual basis, taking into account the actual circumstances of the person concerned, his length of service, past record and conduct, status, ability to find employment outside the industry, and so on. In all cases, however, the board will: (i) assist and encourage the employee to claim compensation if so entitled under the Gas (Staff Compensation) Regulations 1949; (ii) grant such an employee all reasonable facilities to seek other employment; (iii) be prepared in the case of a longer-service employee not entitled to compensation under (i) above, to grant more than the statutory minimum period of notice of termination of employment, and to pay such an employee for the whole of his period of notice even if he is successful in obtaining new employment before his notice has expired; and (iv) notify such an employee, if he wishes, of all suitable vacancies for employment with the board occurring within six months of leaving the board's employment.

There is every sign that this policy is being carried out. At the moment, for example, reorganisation ultimately affecting 350 to 400 staff, is going on in the Notts, and Derby division. This division consists of four separate accounting groups, at Nottingham, Derby, Sutton-in-Ashfield, and Chesterfield. In future, the income side of the accountancy work is to be done at Nottingham, and the expenditure side at Derby.

## Consultation and safeguards

This change was announced to a meeting of representatives of interested trade unions in May, 1957.

There was full consultation, and various safeguards were agreed upon. The main difficulty arose because the long notice given of the change enabled staff who did not want to transfer to Nottingham or Derby to find other jobs well in advance, with the result that both the Sutton-in-Ashfield and the Chesterfield offices had to shut down four months earlier than intended—even though the board had recruited temporary staff in an attempt to keep things going.

All the same, only eight staff out of a total of 32 have been seriously affected—and they include five machine operators offered

transfers, and for whom jobs can be found if they want them. The other three are section heads with relatively short service, who could be offered only lower-graded posts—but with salaries preserved on a personal basis.

## NORTHERN

No redundancy problem has arisen in the Northern Gas Board, despite the installation of an electronic billing unit and the centralisation of all billing at this unit.

The board informed the area staff side some two years ago that it had decided to consider such an installation. Since then, it has kept the staff side and the unions fully informed on all developments or proposed developments, and has quite freely discussed any points raised by them.

For some time, staff have been recruited only on a temporary basis wherever possible. Assurances have been given that any permanent officers who find themselves redundant, or are appointed to the electronic unit in a post graded below their present one, will carry their existing grade as a personal right. The board has also undertaken to be as generous as possible where removal expenses, subsistence, or travelling allowances are concerned.

## NORTH WESTERN

The staff side of the north western and north Wales area joint council is still seeking an area agreement on redundancy. The matter is now before the National Joint Council, where it has been deferred.

During the past 18 months, no permanent officer has left the service of the North Western Gas Board on grounds of redundancy. During this period, certain reorganisations have taken place, but, according to branch reports, redundancy has been avoided by redeployment.

## SOUTH WESTERN

From the south western district it is reported that reorganisation is now virtually complete, and redundancy largely a thing of the past.

The story in this district is more than four years old, and a report appeared in the September, 1956, *Public Service*.

At that time, the South Western Gas Board had already accepted the area staff side's request that it should recruit only on a temporary basis. This step has greatly simplified the subsequent difficulties, and, although there have been redundancies amounting to several hundreds throughout the area, the number of permanent officers affected has been kept at a fairly low level, and the number of pre-vesting officers who have been compelled to leave the industry has been negligible.

In general, the board deals with redundancy on the "last in, first out" principle, but adds the proviso, "all other things being equal."

An interesting feature of the board's

approach to post-vesting-day employees is that it groups these in six-month blocks, each comprising all those who entered its service during that particular six-month period. The intention is that no employee in any block should be dismissed until all those in later blocks have been dismissed. Here again, the board reserves the right to make exceptions where the needs of its organisation would be "patently negated" by carrying out this policy strictly.

The area joint secretaries—one of whom is the district organisation officer—now consult at least monthly on these matters.

### EASTERN

Assurances have been given on several occasions, that, so far as can be foreseen, there is not likely to be any redundancy in the area. The board is being asked to re-state its position in this matter.

Meanwhile, reorganisation has been going on quite quickly, and now seems to be accelerating. Where staff are concerned, however, difficulties have been satisfactorily cleared up.

### SOUTH EASTERN

In the South Eastern Gas Board, the "last in, first out" principle is very strictly adhered to. Whenever there is any possibility of redundancy, the trade unions are advised, and joint meetings of management and union representatives are held to discuss the general aspect.

"Much good has been achieved as the result of these meetings," reports the district organisation officer, "and the existing arrangements have so far worked very satisfactorily."

### SCOTTISH

The Scottish Gas Board is understood to be looking into the economics of using electronic computers. Many complex factors are involved, and it may be anything up to two years before the board has all the necessary information on which to reach a decision. If it then decides to install a computer, there is reason to think that there will be very little staff redundancy; and the staff side of the area joint council has been assured that:

"The board is conscious of the obligations which it would have to its staff if redundancy did arise through this cause."

### WALES

One of the factors leading to reorganisation within the Wales Gas Board has been the extension of the gas grid throughout the Principality. This has made some posts redundant—but, so far, any officers displaced have been absorbed in other sections. No member of the staff has been dismissed.

It should, perhaps, be noted that there has so far been no introduction of computers on the board's accountancy work—though the group offices are mechanised to some extent.

## Workers want more than wages

Confidence, understanding, and respect are also needed, board IRO tells gas engineers

"IF YOU WORK for a man, in heaven's name work for him. If he pays you wages which supply your bread and butter, work for him—speak well of him—stand by him and stand by the institution he represents. If put to a pinch, an ounce of loyalty is worth a pound of cleverness."

"If you must vilify, condemn, and eternally disparage—resign your position, and, when you are outside, damn to your heart's content—but, as long as you are part of an institution, do not condemn it."

This forthright advice appears on an official poster displayed in all works in the State of Wisconsin. It was quoted by L. A. GARRATT, industrial relations officer of the Northern Gas Board and a former NALGO organising officer for gas staffs, when he spoke to the northern section of the Institution of Gas Engineers about better industrial relations.

Loyalty of that kind, he suggested, could be encouraged by putting into practice another maxim of American industry: "Employees are entitled to know what the firm is doing, why the firm is doing it, and how the firm is doing it."

In the gas industry, that boiled down to joint consultation—but the machinery set up for this must be used in the right spirit by all concerned:

"A joint consultative committee meeting is not for the purpose of negotiations between two 'sides,' neither is it a means of deciding how the works should be managed. Joint consultation should provide a recognised avenue whereby management and employee representatives can learn something from each other."

### Employer's duty—and staff's

And, Mr. Garratt added, it was essential that whatever was learned should be passed on as effectively as possible to the general body of workers.

The main responsibility for arousing interest and an attitude of helpfulness in joint consultation, he suggested, rested with the employer, who must let it be seen that he treated the matter seriously.

In particular, management should:

Give prompt and proper consideration to recommendations made by joint consultative committees;

Adopt acceptable recommendations as quickly as possible;

Explain fully why any particular proposal cannot be adopted; and

Bring forward matters for discussion, so as to curb any tendency to make the committees into sounding boards for employees' pet grievances.

Similarly, employees should be prepared to discuss and give their views in a constructive manner and not use consultative machinery simply as a means of airing differences. They should regard joint consultation as a

team effort, directed at improving efficiency at their place of work.

In the Northern Gas Board, joint consultative committees have existed for six years, and, according to Mr. Garratt, have become "part of the normal process of running the board's affairs." The committees, he said, worked more successfully in the larger units than in the smaller ones—but, in the latter, "joint consultation goes on every day by personal contact between the manager and his employees, each of whom he knows by his Christian name."

### Committees' growing worth

As is so often the case, the committees are becoming more grown up as they gain experience: their discussions range more widely and probe more deeply. As Mr. Garratt put it:

"Many employee representatives have shown they realise that joint consultation entails responsibilities as well as requests. The Board, for its part, has always had the greatest respect for committees' recommendations, and note is taken at the highest level of the proceedings of each joint consultative committee in the area."

The Board and its staff had a striking proof of the value of joint consultation when it was decided to set up a central billing system, using electronic machines and needing only two-thirds of the previous staff. The changes were announced at least 18 months ahead, and there was full joint discussion about any possible redundancy.

"As a result of the planning which emerged from those talks," Mr. Garratt told his audience, "it is becoming more evident day by day that most of the difficulties which arise in such circumstances are being resolved. This has removed anxiety from the minds of the staff involved, and consequently each is working willingly through the difficult transitional period. This tangible reward is a result of taking the right steps towards better relations with a section of employees within the board."

For, as he concluded:

"Ensuring a harmonious working relationship with his employees is as important to an employer as obtaining the best plant and machinery, producing a saleable product, and having an efficient selling organisation . . .

"Wages are not the only stimulus to higher productivity—everything that makes a man more satisfied with the work he does should be regarded as an incentive. Apart from good wages and working conditions, what makes a man more satisfied with his job? Is it not that he wants to work in an efficient concern, to feel that he is making a personal contribution to that efficiency, to feel that he is sufficiently well informed of what is going on, and to have confidence in the policy of the concern as it affects him—in other words to have a mutual understanding and a feeling of respect between his 'boss' and himself?"



# Service conditions news

## GAS SERVICE

by G. W. PHILLIPS

### N.J.C. to discuss compensation at the end of this month

WHEN THE national service conditions sub-committee (gas) met on January 27, it spent much of its time discussing the Gas Council's proposed new compensation provisions. The sub-committee gave general guidance to the NALGO representatives on the staff side, which met on the following day and which decided, among other things, to ask the joint compensation committee (comprising representatives of the staff side of the N.J.C. and the officers' side of the Senior Gas Officers Joint Council) to consider the provisions in detail.

The joint committees concerned have asked that the proposals, which will be discussed by the National Joint Council on February 25, should not be made public at this stage.

Meanwhile, members may like to be reminded of the present position on:

**Differentials:** The staff side claim for restoration of differentials is at present with the N.J.C. salaries and conditions of service committee, which is to meet on February 10.

**Salesmen on commission:** The Gas Council is having another look at its suggestion that area boards should be able to employ salesmen on low salary and high commission. Meanwhile, a number of NALGO district sub-committees has recorded opposition to any proposal that might involve taking on staff at salaries lower than those in the national agreement.

#### A drive for more members

THE SCOTTISH gas service conditions sub-committee has rightly decided that there are many gas staff who could and should be brought into NALGO.

After considering a report on the district's present gas membership, the total number eligible, and the number reckoned to belong to other appropriate organisations, the sub-committee has reminded all Scottish branches with gas members that there is ample scope for branch recruitment campaigns. At the end of six months, it will review progress made.

Is this a lead other districts could follow? Especially now, when so much reorganisation is going on, gas staffs should recognise that trade union membership is vital to their own interests, and that NALGO, with its long experience and expert organisation, offers them many advantages.

#### Progress in Wales

FROM SCOTLAND to Wales—and to the welcome news that 13 more undertakings have been reclassified as provincial "A." This means that there are now only 24 Welsh undertakings in the provincial "B" class, and they have only about 180 employees of all kinds.

Two staff employees recently received awards under the board's suggestions scheme; and the board has accepted the staff side's request that details of the scheme should be permanently displayed on all appropriate notice boards. These developments are no doubt due partly to the stimulus provided by the national sub-committee have recorded opposition to any proposal that

#### East Midlands' five-day week

THE EAST MIDLAND district sub-committee has recently recorded its satisfaction with the general working of the five-day week arrangements that came into force on June 1.

Meanwhile, the staff side of the area joint council has been able to persuade the board to revert to the old arrangement, which gave district sales representatives one Saturday morning off in three, instead of expecting them to work every Saturday. These representatives will in future work a rota of one full five-day week and two modified five-day weeks in each three-week period.

## ELECTRICITY SERVICE

### Districts asked for comments on managerial salaries agreement

THE STAFF side of the National Joint Managerial and Higher Executive Grades Committee, meeting on December 11, decided to invite its three constituent associations—of which NALGO is one—to review the managerial grades salary agreement. A report will then be submitted to its next meeting, early in March.

The agreement, which relates salaries to such variable factors as units sold, number of consumers, sales, and megawatt capacity, was completed less than two years ago, and there is no intention at present of seeking any fundamental alteration to it. It is thought, however, that this is an appropriate time to look at any anomalies or difficulties that may have arisen in its application.

Accordingly, NALGO's advisory panel has recommended that district meetings should be arranged of the NALGO members covered by the National Joint Committee, so that they can discuss their views before these are sent to me for submission to the staff side. District organisation officers have been asked to co-operate in arranging these meetings, and have been notified that suggestions must reach Headquarters by February 16.

#### Staff training schemes

TRAINING FACILITIES for administrative and clerical employees are being discussed in the appropriate committee of the National Joint Advisory Council, and NALGO's national service conditions sub-committee (electricity) gave preliminary consideration to this matter at its meeting on January 12.

The national sub-committee naturally wants such facilities to be as widely available as possible. On the other hand, it is concerned about the disappointing results of schemes already introduced, such as those for training secretaries and accountants.

Before reaching any conclusions about ex-

The board has recently completed its review of the Saturday afternoon opening of seven showrooms over a trial period of 12 months. In four cases, business had increased, and these showrooms will remain open. In the other three, this was not the case, and they will now close again on Saturday afternoons. The board is now making the experiment with other showrooms, again over a period of 12 months.

#### Retirement of W. Brain

NALGO's work for gas staffs has owed much to the efforts of W. BRAIN, who retired from the industry on December 31 last. A member of the national sub-committee since 1953, Mr. Brain has also been chairman of the West Midlands district sub-committee and of the staff side of the West Midlands area joint council. He will be greatly missed, though all gas members will join me in wishing him a long and happy retirement.

Mr. Brain's place on the national sub-committee is being taken by P. ASHEN.

by L. G. MOSER

tending or adding to what is already available, therefore, the sub-committee has asked for a report on the existing schemes and on how they are working. In this way, it hopes to be able to put its finger on the reasons for their apparent lack of success. If it can do that, it will be in a better position to consider what else may be needed.

#### Sub-committee on superannuation

NOT ALL district sub-committees have yet sent in recommendations to be borne in mind during the proposed review of the electricity supply (staff) superannuation scheme; but it is already clear that there will be many such recommendations to be dealt with.

In view of this, the national sub-committee has set up a sub-committee, to give consideration to them and to report back.

#### Towards speedier appeals

IN DECEMBER last, I reported further proposals to try to speed up the hearing of grading appeals. I am glad to say that two more district joint councils—those for London and for Merseyside and North Wales—have now given their respective negotiating committees power to submit agreed decisions on appeals direct to the National Joint Council.

#### Change of N.E.C. representative

THE OCTOBER issue of *Public Service* reported that, owing to his transfer to a post outside the southern district, C. B. PARKIN had resigned from the N.E.C. He has also ceased, of course, to be an N.E.C. representative on the national service conditions sub-committee (electricity), where he has given yeoman service.

F. J. VARLEY, of Gateshead, has now been appointed the N.E.C. representative to take Mr. Parkin's place on the sub-committee, and Mr. Varley was welcomed when he attended the meeting on January 12.

# SERVICE CONDITIONS REVIEW

Service conditions developments in all services are summarised below. Members will find details of those in their own service on preceding pages.

## LOCAL GOVERNMENT

A CLAIM for salary increases, ranging from seven to nine per cent for administrative, professional, clerical, miscellaneous and transport staffs in local authorities in England and Wales was considered by the National Joint Council on January 21. The employers are to consult with their provincial representatives, and hope to discuss the claims at a meeting of the Council's executive committee on March 18.

The claim seeks to abolish the general division; to increase the higher general division to aid recruitment of junior staff; and to increase clerical and APT scales to restore some of the differentials for posts of higher responsibility.

The scales claimed are:

**Higher general division:** £245-£600 (with an extra £30 increment in recognition of long service, merit, or ability for unpromoted officers. (The extended higher general division scales would also be appropriately revised.)

**Clerical division:** I £600-£690; II £690-£780; III £780-£885.

**A.P.T. division:** I £630-£780; II £780-£920; III £920-£1,120; IV £1,120-£1,270; V £1,270-£1,450.

**Miscellaneous:** I £440-£480; II £480-£540; III £540-£600; IV £600-£675; V £675-£750; VI £750-£825.

**Transport—Inspectorate:** I £610-£630; II £660-£680; III £685-£705; IV £705-£730; V £730-£755. **Foremen:** I £540-£560; II £580-£600; III £620-£640; IV £675-£695; V £705-£730; VI £740-£765.

The N.J.C. also agreed to:

increase the grading of **chartered librarians** holding posts in charge of branch or district libraries, or of a department, and supervising six whole-time officers, from APT I (£575-£725) to II (£725-£785) from April 1, 1959;

grade **youth employment officers** on APT I for a school-leaving population of under 750, and APT II or higher for 750 and over, from April 1, 1959. (The population limit was formerly 900.)

allow the £40 industrial plusage to be paid to **public health inspectors** in Aldridge, Elland, and Sowerby Bridge urban district councils, and to extend payment of the special additional plusage to **Manchester public health inspectors** in post on October 1, 1958, until November 30, 1959.

## HEALTH

THE administrative and clerical staffs' Whitley Council has accepted a recommendation of the special investigating committee that there should be **three new grades** above higher clerical for general grade officers in **executive councils, dental estimates boards, joint pricing committees** and the **Drug Accounts Committee**. They are **executive officer I** (£750 x 30-900); **executive officer II** (£845 x 35-950 x 40-1,070); and **senior administrative officer** (£1,000 x 40-1,240). Grade D officers will normally go to the E.O. I scale, grades E and F. to E.O. II, and G to senior administrative.

The salaries of all **special grades** in the A. & C. Council (except **store-keeper clerks**, whose salaries it is proposed should be revised in keeping with the scales for the new clerical and higher clerical grades) will be increased by **four per cent** from November 1, 1958.

Professional and Technical Council "A" have agreed new **sessional fees** for **part-time chiro-**

**podists** employed by hospital and local health authorities.

**London weighting** is to be paid to the following **part-time staff** employed by hospital, local health, and local education authorities: **almoners, occupational therapists, orthoptists, physiotherapists, psychiatric social workers, remedial gymnasts, speech therapists, and therapeutic dieticians**, who are employed for not more than four sessions per week, and to **radio-graphers** employed for not more than six half days or three whole days per week.

The salaries of **regional hospital board works organisation professional and technical staffs** earning up to £1,235 a year have been increased by **four per cent** from November 1, 1958.

**New scales for hospital engineers**, based on a general **four per cent** increase, take effect from November 1, 1958.

The Pharmaceutical Whitley Council has agreed to increase the salaries of **hospital pharmacists** by **four per cent**.

The Nurses and Midwives Council has agreed that the **training allowances** for **pupil midwives** should be increased to £394 for S.R.N. or R.S.C.N., £368 for S.E.A.N. first period, and £378 for S.E.A.N. second period.

The new salary scale for **assistant matrons of maternity hospitals** (training) of 100 beds and over is £679 x 21(6) x 5—£810.

## ELECTRICITY

The national service conditions sub-committee (electricity) has set up a small sub-committee to consider the district suggestions

that are to be borne in mind during the proposed review of the electricity supply (staff) superannuation scheme.

A review of the **managerial grades salary agreement** is being made by the associations (including NALGO) represented on the National Joint Managerial and Higher Executive Grades Committee.

## GAS

The Gas Council's proposals for new **compensation provisions** will be considered by the National Joint Council on February 25.

## TAX RELIEF FOR SUBSCRIPTIONS

MEMBERS of certain learned and professional societies are eligible for tax relief under section 16 of the Finance Act, 1958, in respect of the subscriptions they pay.

No list of approved societies is to be published, but societies given approval have been asked to tell their members eligible for such tax deduction to get in touch with their own tax districts.

## NALGO TO SEEK PENSION INCREASE

DESPITE the unfavourable attitude of the government towards a further increase in public service pensions at present—twice recently government spokesmen in Parliament have said that there is no case yet for fresh legislation—NALGO is to seek an increase. It will do so mainly on the grounds that the cost of living index has risen by ten points since the last Pensions (Increase) Act was passed in 1956. As on past occasions, NALGO will act independently and through the Trades Union Congress local government advisory committee.

# YOUR PAY—and other people's

## PAY AGREEMENTS

Employees concerned	Percentage increase	Operative date	Date of previous increase
Covered by NALGO			
National Health Service: Various technical and professional staff	4%	Nov. 1 1958	Various
Hospital engineers	4%	Nov. 1 1958	July 1, or Oct. 1, 1957
A & C—special grades	4%	Various	
Local govt. (Scotland):			
Sanitary inspectors	Up to 8%	Nov. 16 1958	Dec. 1, 1957
Inspectors of weights and measures	Up to 3½%	Nov. 16 1958	Dec. 1, 1957
†Milk officers	Approx. 10%	Nov. 16 1958	Dec. 1, 1957
Company transport (Scotland):	3s.—10s. a week	Dec. 1 1958	Sept. 1, 1957
* Metropolitan Water Board: Chief officers	Approx. 6%(A)	July 1, 1957	Oct. 1, 1954
Deputy chief officers	Approx. 6%(A)	July 1, 1957	July 1, 1955
Not covered by NALGO			
Teachers	5%	Jan. 1, 1959	Oct. 1, 1956
* Staff covered by Southbury scales	5%	Jan. 1, 1959	Oct. 1, 1956
Civil Service (up to £2,050)	3½%	Dec. 1, 1958	July 1, 1957

## RECENT PAY CLAIMS

Employees concerned	Claim	Date of previous increase
<b>Covered by NALGO</b>		
Local government staff	7—9%	Sept. 1, 1957
New towns staff	General increase	April 1, 1958
National Health Service Nurses	5% cost of living	July 1, 1957
<b>Not covered by NALGO</b>		
Civil Service—clerical officers	Revised scales following report of Pay Research Unit, going to arbitration.	July 1, 1957
London Transport Country busmen	2s. per week to overtake recent 7s. increase to employees of private and municipal undertakings.	July 2, 1958
Electricity manual workers	Consolidation of 2½d. per hour "productivity allowance" into basic wage and additional 2d. per hour (Boards refused to make an offer).	of March 1, 1957

Notes: (A) denotes settled at arbitration; † means that agreement has been reached by a negotiating committee, but is subject to approval by a government department; \* means that, although NALGO has members among the staffs concerned, it is not on the negotiating body.



# Readers' Forum

## APPOINTMENT AND PROMOTION

### Policy "due for overhaul"

THE RECENT discussion in *Public Service* of the appointment of ex-regular members of the Forces to local government posts spotlights a weakness in NALGO's policy on appointment and promotion of officers.

The conditions safeguarding the fairness and impartiality of the manner in which senior officers are appointed have long been due for overhaul. Oh! I know that vacancies must be advertised and that selection is made by a democratically elected committee of councillors. But let us take our tongues out of our cheeks and be honest about it. We old hands

**LETTERS for the March journal should reach the editor, 1 York Gate, Regents Park, N.W.1, by Friday, February 20. Names and addresses, not necessarily for publication, must be given as a sign of good faith.**

know a little about how short lists are selected. And the chief—dare I say member?—who will boast of his skill in steering his own nominee or protégé or first choice past the committee is not such a rare bird that he needs protection.

Nepotism is an ugly brute to tame, whether it wears the sable coat of family ties, the off-white hide of a benevolent—if misguided—helping hand, or the murky spots and stripes of a common party political inclination, a similar religious persuasion, or membership of the same lodge or brotherhood. At no form of gymnastics is the human mind more agile than in rationalising what it wants to do. We tend to see the good in the man we would prefer, and to look for the defects in the man who may suffer hardship by that preferment, until we end by being sure that the former is indeed the right man for the job and the latter quite unsuitable. What safeguards are needed?

Shall we let promotion depend upon seniority? Heaven forbid! Enough boneheads and window-dressers reach the top without making it automatic. Shall we take for our example a senior branch of the public service, and make the appropriate paper qualification plus an approved number of years of experience the prerequisite to attendance before a promotion board? Here we are on safer ground. Opinions will vary within NALGO. I offer my own suggestions:

1. Where statutory qualifications do not exist, approved qualifying examinations for all local government posts shall be agreed, and the duties of those posts defined. All candidates for such posts shall thereafter hold the appropriate qualification, and on appointment shall be entitled, under the direction of the chief officer of the officer holding the post to perform, after obtaining the required qualification.
2. All candidates for the post of deputy chief of a department must hold the appropriate qualification and have had not less than seven years' experience, within the local government service, of the duties which that qualification entitles him to perform, after obtaining the required qualification.
3. All applicants for the post of chief or senior officer of a department shall fulfil similar conditions to that for deputies in (2) above, but with a qualifying period of experience of not less than 12 years, of which at least three have been as deputy.

4. Where local authorities or departments become redundant (as doubtless some will under the 1958 Act), senior officers who cannot be absorbed into the duties for which they are qualified and experienced within the meaning of 1, 2, and 3, above, shall be given adequate compensation for loss of office without option of other employment.

5. Variations from the above shall be permitted only by the unanimous or substantial majority approval of the staff side of the appropriate provincial Whitley Council, who shall be empowered to hear representations from all the officers concerned (i.e. candidates and members of the staff of the department in which the vacancy arises.)

Items 4 and 5 would require letters on their own, but I foresee much heart-searching when the new boundary commission gets busy. It is not only the position of the redundant officer which must be safeguarded, but that of those who may not be redundant but will be baulked of progress to accommodate the man who is. Shall we see town clerks become public relations officers or borough engineers as housing managers?

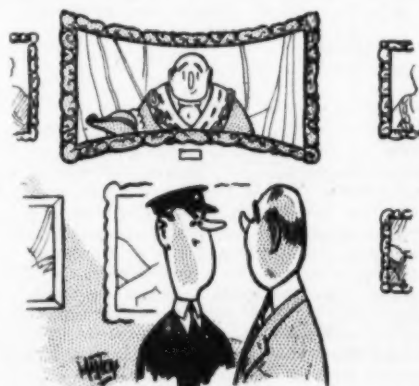
Point 5 would be only a small step in a sphere which must be widened in the public service. Employees in industry and commerce are beginning to have a voice in the organisations they serve. Local government officers can become the pawns in a game played by the only man the committee meets, the chief.

But perhaps we are asking for the moon. The exalted status of not a few public officers is due to their cultivating the right people rather than acquiring the right knowledge. I know of one situation in which a man with only clerical and administrative qualifications was steered into a technical post over the head of a man who had spent half a working lifetime preparing himself for just such a position, and had achieved something of a reputation in this sphere outside the service. That is stealing: we must devise some means of protection.

'HYGEIA'S MINION'

### "Stop this hypocrisy"

RECENTLY, I attended an interview for an A.P.T. III post. There were six on the short-list: three fully qualified, one partly qualified, and two unqualified. A member of the existing staff who was unqualified and, I understand, not exempt under paragraph 28 of the Charter, was appointed over an officer in the same department who was fully qualified. The partly qualified officer and the remaining unqualified



"Quite definitely the influence of the cinema!"

man were both protected under paragraph 28. Here, therefore, in my opinion was a flagrant breach of the Charter, against which there appears to be no remedy. The Charter is not a statutory document and cannot be enforced at law. This means that a local authority can appoint whom it wishes, qualified or unqualified, subject to any statutory requirements. In this case, the person appointed may have been the best man for the job; if so, it was clearly in the authority's interest to appoint him.

NALGO has used the cliché, "qualified service" to obtain better salaries. But for whom? For the unqualified? It is time that the N.E.C. stopped its hypocrisy and admitted frankly that, under present conditions, it can do no more than pay lip service to the concept of a qualified service.

'DISILLUSIONED BUT HOPEFUL'

### "Promote on ability"

WE NOW LIVE in an age of examinations. At least, some of us do. The fortunate ones are the older local government officers who, having gained promotion many years ago, can now, when the occasion arises, progress to higher grades without the necessary qualifications. The unfortunate ones are the younger and newer entrants to the service, who must have certain qualifications before they can be promoted from one grade to another.

This seems to be most unfair. What is good for one should be good for another. Therefore no officer, young or old, should be promoted until he has the necessary qualification. And those already on the higher grades should be frozen in their present grade until they are qualified.

A more acceptable alternative, perhaps, would be to return to the earlier system of promoting officers on ability and, sometimes, length of service. Local government has apparently been run smoothly enough over the years by these "unqualified" officers. Some people might view this as a retrograde step. But, let's face it, local government wants the cream of school-leavers, and a highly qualified staff, but it is not prepared to pay for them.

G. A. WARE

57 Dale Street,  
Nunbury Lane, York.

### "Administrative staff ignored"

THERE is more to the promotion problem than qualifications. Much depends on being in the right department. Generally, large departments have a realistic promotion ladder; smaller departments, lacking aggressive chief officers or powerful committee representation, are left out in the cold so far as adequate grading for senior staff is concerned. Usually, there is no recognised or designated deputy for the chief officer, although his duties still have to be carried out when he is away.

Furthermore, it appears that the N.E.C. and the provincial education committees are ignoring the problem of adequate salaries for qualified administrative staff. These might reasonably be assessed on the same basis as are the special grades for finance staffs, giving a scale of £750 x 40—£1,030. This would not be inappropriate—considering the number of finance posts which are filled by semi-qualified staff—and administration, with its impact on the committee work of employing authorities, is at least as important as the ability to deal with financial data. The scale suggested would also approximate to the recently agreed health service general administrative grade.

R. W. JONES

Children's Department,  
Broughton Road,  
Salford, 6.

## LOCAL GOVERNMENT PAY

### What shall he tell his students?

MY FRIEND and I went to the same school. We passed the same examinations (not many). When we left school, we went our separate ways—I into local government (maximum salary, without further qualifications, £560), my friend into an insurance office (salary £828, free pension scheme, regular bonuses, housing loans at 2½ per cent, and every chance of promotion).

I followed the advice of a colleague, who has had 35 years' local government service, and took a part-time job as a teacher in the local evening institute. (It is surprising how many local government officers have to rely on other sources of income to augment their salaries.) Now, if my students should ask my advice about a career, I can truthfully tell them that local government is interesting and essential. But what else can I tell them?

SIC EST VITA

## LOGOMIA knew!

HAVING decided to insure my life, I asked several companies for quotations, including LOGOMIA. In each case, I gave my age, but did not disclose my salary. Every com-

The official cost of living figure stood at 110 at December 16 (January, 1956=100), the same as at November 18. Calculated on the old basis (June, 1947=100), the figure is now 169.

pany, except LOGOMIA, pointed out the saving I should make, assuming I was paying tax at the standard rate. But LOGOMIA realised my true financial position, and pointed out the saving when paying tax at 4s. 9d. in the pound! A sad reflection on the lot of the local government officer.

DAVID L. PUGH

Gloucestershire.

## N.H.S. DESIGNATED GRADES

### Two years since last pay increase

THE TABLE published on page 357 of the December number of *Public Service* recorded the date of the last salary increase awarded to designated officers in the national health service as October 1, 1957. That increase applied only to designated officers earning £1,200 or more. Many such officers receive much lower salaries and their last increase took effect on January 1, 1957.

R. J. CONNELL

Finance Officer,  
Epping Group, H.M.C.

Mr. Connell is right, of course. The staff side is now seeking an interim increase for designated officers earning less than £1,200, pending the agreement of new salary scales for all designated grades.

## NEW HEALTH SCALES

### Members worse off

AS A RESULT of the ending of regular overtime in the national health service, three members of my branch are worse off by some ten shillings a week, despite the claim that there would be "no loss of take-home pay," and despite the accepted principle of "no detriment" to existing staffs. Before the new scales were introduced, they received pay for four hours' compulsory overtime; and one young man, whose take-home pay between July 8 and November 30, 1958, was £6 16s. 1d. a week, now receives only £6 4s. 11d.

NALGO had no mandate from my branch to throw away the principle of overtime; and the fact that, in some cases, scale increases over two years do not cover the loss of overtime pay condemns the action. Most members would

have been better pleased with a three per cent increase in the scales and retention of overtime.

J. F. JENNER

Cuckfield Hospital,  
Haywards Heath,  
Sussex.

The staff side's mandate was to get the best possible terms—and that it did. The management side made abolition of the extended working week and regular overtime a condition of the introduction of improved salary scales. Had the staff side not accepted this condition, the management side would not have made an offer which could be taken to arbitration. The staff side had great difficulty in getting take-home pay protection (as defined\*), especially the agreement that officers should retain overtime pay and extra duty allowances paid to them between July 1, 1958 (the effective date of the new salary scales) and December 1, 1958 (when most employing authorities started paying the new rates). It is regretted that some members are now receiving less pay than they would have received had they continued to work overtime, but ultimately all staff will be better off under the new scales.

(\* "Take-home pay" for officers who, immediately before July 1, had been regularly working an extended week was defined for the purposes of the agreement as their "average remuneration, including extra duty allowance, during the three months before July 1, 1958." For officers who had regularly been working overtime, "take-home pay" was to "include payment for regular overtime not exceeding four hours per week based, in normal cases, on the average for the twelve weeks before the introduction of the new scales.")

## HEALTH SERVICE LEAVE

### No extra days yet

MISS MARJORIE ATKINS pointed out in her letter in the December number of *Public Service* that local government staffs are to get three days' extra leave after ten years' service. How many members know that electricity boards' staffs on the lowest grade receive, if they are over 21, three weeks' leave (on a five-day week) with an extra day for each complete year after the first, to a maximum of three extra days after only four years' service? Meanwhile, health service members are told that NALGO will continue to press for improvements in annual leave! A hefty kick would be more effective.

R. S. WILSON

Baldon Road,  
Bradford, Yorks.

## EARLIER RETIREMENT

### "Advantage to all"

I AGREE with those who think that our negotiators are not pressing strongly enough for voluntary retirement at 60, irrespective of length of service—particularly for those who can no longer cope with everyday problems. I would have thought the amendment could be of advantage to both employer and employee.

A. E. GRIFFITHS

4 Friars Avenue,  
Shenfield, Essex.

## Combating mental strain

I FIRMLY believe that local government officers should be allowed optional earlier retirement at approximately 60 years of age, so long as they have 35 years' service to their credit. This would bring us into line with civil servants, bank officials, some professional bodies, and certain other classes of employees whose duties call for mental and physical effort. In some cases, the strain imposed on them could jeopardise their ultimate retirement at 65. Chief officers cannot always exercise their goodwill where requests are made for a change of duties, because the officer's long experience is valuable and not easily replaceable.

A. E. W. D.

## NANCY DIDN'T KNOW

In a quiz on the B.B.C.'s "Woman's Hour" on January 14, NANCY SPAIN confessed that she had never heard of NALGO. The Association's P.R. department promptly told her in the following lines, which were read in full on "Woman's Hour" on January 26:

*The memory of Spain  
Rarely operates in vain  
At recalling "Foolish Things" she's a hidalgo\*  
But it really lost its power  
When quizzed on Woman's Hour  
And she didn't know what mean the letters  
"NALGO."*

*Every hour of every day  
With little thanks or pay  
NALGO's members work for Nancy and her  
mates  
All quarter million of 'em  
—though Nancy may not love 'em—  
In the union of the chaps who spend her rates.*

*In hospitals and clinics  
Staffing libraries for cynics  
—Where the books of Spain are always in demand—  
Building schools and homes and highways  
Lighting streets and draining byways  
—They're ever there to lend a helping hand.*

*The gas you boil your tea with,  
The light you need to see with  
—there's a NALGO man behind it every minute:  
Running buses, planting parks,  
Protecting you from pests and narks—  
Every health and welfare service, NALGO's in it.*

*So when, dear Nancy Spain,  
You hear NALGO's name again,  
Don't forget your health and happiness it's guarding  
Every member willing servant  
Of the nation, keen and fervent,  
To help you and everybody—just ask Harding.*

\* U-type Spanish.

## MEMBERSHIP INCREASE

### Bank staffs' union, too

MAY I congratulate NALGO on its splendid increase in membership since 1946. It is good to see black-coated unions attaining higher membership figures.

In the banking sphere, we have not, of course, anything like the same potential, but in the same period (i.e. since 1946) we can show an increase of 98 per cent, and our membership is now more than 50,000—this despite lack of recognition, except by Barclays Bank, the National Bank, and one or two other smaller institutions.

In the Trustee Savings Bank sphere, where we are recognised, we have a very substantial membership. More power to your elbow.

T. G. EDWARDS

General Secretary,  
National Union of Bank Employees,  
28 Old Queen Street,  
London, S.W.1.

When we claimed, last month, that NALGO's 85 per cent increase in membership since 1946 exceeded that of any other major trade union, we were thinking of unions with 200,000 or more members. That claim holds good, but it in no way detracts from the outstanding progress made by N.U.B.E., whose congratulations and good wishes we heartily reciprocate.

## ANNUAL CONFERENCE

### Call for streamlining

MY BRANCH was disturbed and dissatisfied to learn that the Douglas Conference dealt fully with only about one-half of its agenda. Our own motion on compensation under the Local Government Act, 1958—a matter which will undoubtedly affect the livelihood of a large number of local government officers—was



rushed through during the last minutes. We earnestly suggest, therefore, that methods of "streamlining" Conference should be urgently considered, and here are our suggestions:

1. That a Conference agenda committee, in consultation with the President, should fix a proper timetable according to the questions of policy before Conference, and that the Standing Order limiting the time for speeches should be strictly enforced;
2. That a day might be set aside for each service to debate the motions particularly concerning it;
3. That district committees should consider motions in greater detail, and the chairman of each district be delegated the power to speak on matters of general policy.

Unless delegates can be assured that matters of principle and policy will be discussed at Conference, apathy will increase, to the detriment of the Association as an effective trade union.

R. G. GOODBODY

16 Buckingham Road,  
Shoreham-by-Sea, Sussex.

### CAYTON SKIPPER'S FAREWELL

#### Leaving "with some regret"

OLD CAYTONIANS will have read in the January number of *Public Service* that I have wended my way to Bonnie Scotland, and I am happy to relate that I have found folk friendly and co-operative. May I take the opportunity of thanking all the hundreds of you who sent me Christmas cards, and also those who have wished me well in my new appointment?

After 12 years as manager of Cayton Bay centre, working in pleasant surroundings and meeting so many charming and friendly people, it is with some regret that I leave. I would also like to put on record my appreciation of the friendliness and co-operation of the N.E.C.'s special activities committee during my years of office, and also of NALGO's staff and the Staff Association.

Here's to all Caytonians. Good luck—good health—I am proud of thee.

S. DAVID WATSON

Union Manager,  
The Students' Representative Council  
of the Royal College of Science and Technology,  
Glasgow, C.I.

### HOLIDAY CENTRE FEES

#### An example of inconsistency?

THE FEES for holidays at NALGO's Croyde Bay and Cayton Bay centres during the 1959 season have been increased by 10s. 6d. a week. Although announced as a slight increase, it represents six per cent of the highest tariff and ten per cent of the lowest—an average of eight per cent. If we got an eight per cent salary increase, it would very properly not be announced in such modest terms!

This is not an objection to the increase; in fact, my branch has gone on record as saying that the fees at Cayton should be increased, if that would offer an alternative to closing the centre. But please permit me to "recap." When the first intimation of the N.E.C.'s proposal to sell Cayton centre appeared in *Public Service* in April last year, it was stated that "the investigating committee had considered every possible means of saving Cayton, including . . . charging higher fees . . . but had been forced to reject them as impracticable or unlikely to remedy the position. It could not pay its way at fees members could afford." At last year's Conference, the N.E.C. spokesman said, "the fees are now at the limit, except perhaps in August, and Conference has always refused to penalise members who had to take their holidays then." The spokesman also said that he disagreed with the leaflet which Eston branch circulated at Douglas, in which it was stated that increased fees of 2s. per week per visitor

would take care of Cayton's estimated annual loss; he said that the figure should be 10s. 6d. All right, so the fees have been increased by 10s. 6d., so that should take care of the position after rebuilding Cayton. Or does the N.E.C. want to add this further 10s. 6d. to the existing 10s. per week per person which has been stated as the figure for Headquarters expenses in the administration of Cayton?

Really, how inconsistent (and "inconsistent" is a kind description) can the N.E.C. get? Although it has refuted Eston's allegations of bad faith, is not this just another example—and by no means the most important—supporting my branch's contention that you just can't believe everything you hear from the Conference platform?

Further, it was stated that Croyde would have an estimated annual surplus of £3,000, based on last year's fees. Is not that sufficient profit? Why, then, put up Croyde's fees? The N.E.C. has said that it is impracticable to run

Croyde and Cayton together (as they should be run), so why put up the fees of the solvent centre? Or is it that the N.E.C. has now decided that not only is it practicable, but also right and proper, to operate the holiday centres—and, indeed, the whole of the special activities department—as one business concern?

R. JONES

Eston branch.

In the coming months there will be full opportunity for consideration of the future of Cayton on the basis of all the factors in the situation, economic and otherwise. Meanwhile, it should be stated that the increases to which Mr. Jones refers are unconnected with the Cayton problem. They are due to increased running costs at both centres, and, in fixing them, the appropriate committee directed its attention only to the current situation. As far as the reception of the increases is concerned, readers may be interested to know that, so far, this has been a record year for bookings at both centres.



all the answers about

# PREMIUM SAVINGS BONDS

You can't lose a penny—your money back whenever you want it.

Thousands of cash prizes must be won every month.

Your Bonds go into every monthly draw (after you've held them for 6 months).

Each Bond can win you up to £1,000 every month (free of U.K. Income Tax and Surtax).

The more you hold (maximum £500) the more your chances of winning.

They cost £1 each at Post Offices, Banks & Trustee Savings Banks.

Or can be bought by instalments through 2/6 Savings Stamps from Post Offices—ask for card.

All Winners are notified by post. The 'London Gazette' carries a full list of winning numbers and can be seen at larger Post Offices.

Issued by the National Savings Committee, London, S.W.3

**Good wishes for 'Tigger's' hero**

I AM SURE that many campers will wish to join in wishing "Sporty" every success in his new appointment, especially if it means that there might be some prospect of keeping Cayton Bay open. My son "Tigger" was extremely upset to hear that his hero would no longer be in residence at Croyde Bay, and fervently expressed the hope that he would not be replaced by a "spoilsporty."

"POOH"

**OUR RECRUITMENT CAMPAIGN****A waste of money?**

MAY I SUGGEST that the £25 to be wasted this year in a fruitless competition designed to charm attractive recruits into NALGO should be deposited in a bank or invested, so that it will be of some use to the Association? After all, beauty is only skin deep, and the more unfortunate ugly local government officers will not be enticed into membership by such a scheme.

The one sure way to recruit new members is to make NALGO a hard-hitting union, with definite policies on all major issues; a body which means what it says, and to which members will be proud to belong.

GEORGE GUSSE

**B & O FUND****Whose turn next?**

IT WAS heartwarming to read KATHERINE SANSOME's human story about the work done by the Benevolent and Orphan Fund, and it should inspire branches to intensify their efforts in raising funds for this truly worthwhile cause, with the added assurance that grants are wisely and humanely dispensed.

Let us hope that the hearts of the 50,000 non-contributors will be sufficiently moved to spare at least a penny a week. It may be their turn next to need help. Who knows?

L. E. ABEL

Tottenham branch.

**"Marvellous help" received**

I CANNOT praise NALGO highly enough. I have been off work ill for thirteen months, and during the last eight months I have received marvellous help for myself and my family.

Although I was not in debt when I fell ill, the NALGO Benevolent and Orphan Fund was prepared to help me settle any reasonable debt that I had. Financial worries were completely taken over, and NALGO also saw to the little extras that are required during sickness.

If I can do anything to recruit non-members, I shall be only too pleased: it is a very worthy cause.

E. HOLLOWAY

18 Eastman Road,  
Clubmoor,  
Liverpool, 13.

**NALGO CHESS LEAGUE****More players wanted**

AS ORGANISER of the NALGO correspondence chess teams, may I remind members of the Pullinger Chess Tourney? Last year about 80 teams competed, each with three players, drawn from branches all over the country. Two NALGO teams also enter the national correspondence league. The new season is just beginning and I am eager for more players. Would any members interested please write to me without delay?

F. CAMPBELL GIBBS

225 Queen's Road,  
Bradford, 2,  
Yorkshire.

# 'Public Service' sonnets ring the world

"England, land of Shakespeare, Shelley, and Keats, has added another literary milestone to the world—a sonnet to the garbage collector."

So wrote the *New York World Telegram*—America's biggest evening paper—in acclaiming, last month, *Public Service* readers' reply in verse to Mr. R. A. Butler's taunt that "local government has never evoked the noblest ranges of eloquence."

It was not alone. Nearly every daily and many weekly newspapers in Britain, and scores in the United States, the Commonwealth, and Europe, published the story of the competition and one or more of the prizewinning verses.

The moment NALGO's P.R. department released the news, the cables began to hum. First in the field was *Time*, acknowledged leader of United States periodicals, with an urgent call to its London office to "airmail all the verses." Hot on its heels came the *New York Times*, *Washington Post*, *Baltimore Sun*, and many more. The *St. Louis Post Dispatch* asked for a set of the verses so that it could give a whole page to them. Chicago's *Work* sent its request direct to Mr. Butler—who passed it on to NALGO.

Simultaneously, telephone calls and letters came flooding in on EILEEN GRIFFIN, the Malden and Coombe shorthand-typist whose "Soliloquy of an Ashbinman" Mr. Butler had picked for first prize. The B.B.C. called her to Broadcasting House to be interviewed for "Radio Newsreel"—and asked her to choose the best of half a dozen professional readings of her sonnet. It was also read in the south-east regional programme and mentioned in TV news.

Addressing his letter to "Finalist Winner of Poetry to an English Garbage Can, New Malden, Surrey, England"—an address the postman had no difficulty in finding—a *Washington Post* compositor wrote that "the guys at work," reading it in proof—under the heading "A Thing of Refuse is a Joy for Albion"—had thought it "real clever" and begged him to congratulate her.

A New York attorney, "Counsel to a large group of ash and rubbish collectors" begged a copy and a photograph of its authoress to frame for his office. The Editor of *English Pages*, a magazine for Belgian students of English, asked for copies of all the prizewinning sonnets. It was wanted for an anthology, for a puppet show (being produced by NALGO member KENNETH CRAWFORD, of Salford branch), for a magazine. . . .

At home, the papers went to town. The *London Evening News* published a four-column picture of "New Malden dustman, John Thompson" reading Miss Griffin's sonnet to six of his smiling workmates. The *Daily Sketch* featured it under the four-column banner headline: "EILEEN'S ODE TO AN ASHBINMAN."

"Mr. Butler Gets a Dusty Answer" headlined *The Times*—on its Court and Society page—to which the *Lincolnshire Echo* retorted with "Butler Gets a Not-So-Dusty Answer." Sub-editors of the *Huddersfield Examiner* and *Birmingham Dispatch* were themselves inspired to rhyme with "Dustmen, Take a Bow—there's a Poem About you Now" and "Bards of the Bins—A Typist Wins." *Liverpool Echo*, under the

**This month's competition****LUCKY JOE!**

"A SAVAGE STORY of lust and ambition"—so threaten the lurid posters of *Room at the Top*, film version of John Braine's "scorching best seller" with a local government background.

It is the story of Joe Lampton, clerk in the borough treasurer's department, whose determination to get to what he regards as "the top" leads him into a shot-gun wedding with the daughter of a wealthy councillor, after a passionate affair with a married woman.

We offer £3 3s. in prizes (to be awarded at the Editor's discretion) for the best extract (100 words) from the speech made by the borough treasurer in handing over to Joe Lampton the wedding present given him by his colleagues when he leaves local government for his new life "In the money" in his father-in-law's firm.

Entries, giving the member's name, address, and branch, must reach *Public Service*, 1, York Gate, Regents Park, London, N.W.1, by February 28. The Editor's decision is final.

heading "Binmanship," praised the "18th century stateliness" of Miss Griffin's verse."

Accounts of NALGO members' reaction to Mr. Butler's challenge varied no less than the headlines. To the *Nottingham Guardian* they "rose in protest." To the *News Chronicle* they "succumbed to a frenzy of sonnetteering." To the *Daily Telegraph* they "called for wet towels, invoked Euterpe, and let the Muse have her way."

Anyway, it was a welcome touch of publicity for a normally silent service, a well-deserved tribute to the dustmen—whose union general secretary, Sir Thomas Williamson, "greatly appreciated reading the many praiseworthy efforts"—and a revelation to Miss Griffin of the world-wide ripples a single news story can create.

An inspiration, too. Though this was the first sonnet she had ever written, she has already produced a second—a picture, of rare feeling and delicacy, of a sleeping child. So, perhaps, a new poet has been born.



# Something for everyone in NALGO's 1959 schools and courses

WHATEVER your service, whatever your department, whatever your rung on the ladder, there is something for you in this year's programme of schools and courses arranged by NALGO.

Professional associations and sectional societies are being invited to co-operate so that no member with specialised interests need be left in ignorance of the opportunities that will be open to him.

A significant number of employing authorities is now recognising these NALGO courses for financial assistance. In addition, NALGO scholarships will be available from national, district, and branch funds.

If you would like full details of appropriate courses as soon as available, please write to the education officer, NALGO, 1 York Gate, London, N.W.1, stating your particular interests.

## Special courses

**Weights and Measures:** Candidates for the Board of Trade examination can attend a special practical course held over the week-end preceding the examination. This is sponsored by the NALGO Correspondence Institute.

**Hospital Administrators:** Those taking the I.H.A. final examination can attend a week's residential course in London from April 1. They

will be given intensive tuition for the papers on administration, law, and finance.

**D.M.A. Candidates:** A preparatory course for those taking the intermediate D.M.A. in 1960 is available at the Cambridge summer school (see below). Final candidates will also have a residential course arranged for them.

## Summer schools

Summer schools will be held (a) at Balliol College, Oxford, from August 12 to 19, and (b) at Trinity Hall, Cambridge, from September 17 to 24. At Cambridge, the programme will cover local government finance, education, social welfare, public supplies, child care, the work of registration officers, and most other services according to demand. At Oxford, the programme will be mainly for those wishing to study problems of administration as such. It will include a special course for those who, having gained specialist qualifications, are interested in problems of administration and management. It is felt that members holding responsible administrative posts in all departments will welcome this opportunity to meet others in the same position. They will discuss and examine principles of financial control, the committee system, staff training, and departmental organisation and management.

A special study of the work which will be required to prepare for investigations by the Local Government Commission may also be arranged.

Gas and electricity members will be specially catered for at both schools if they come forward in sufficient numbers.

## Other people's courses at home—

**Youth employment officers** may be interested in this year's Conference of the International Vocational Guidance Association at Margate from May 1 to 5. It will deal with the vocational orientation of the school child, and vocational development as a factor in vocational guidance. Speakers include Professor Donald Super of Columbia University, U.S.A.; A. Buisson, Ministry of Education, Paris; B. Olsson, The Royal Labour Board, Stockholm; and A. Sabel, The Federal Office of Employment Exchanges and Unemployment Insurance, Nuremberg, Germany. Apply for details to H. Z. HOXTER, Youth Employment Office, 16 High Street South, East Ham, London, E.6 (not to NALGO).

## —and abroad

Young members can still apply for places at the **Sonnenburg Youth Centre** in Germany, where a number of British students is invited to attend each course arranged for German youth. Details and application forms may be had from the Secretary, Educational Interchange Council, 43 Parliament Street, London, S.W.1 (not from NALGO).

**Social workers and administrators** may like to know that study tours, providing for particular interests and normally lasting at least one month, can be arranged in most European countries. Free hospitality is usually offered, in exchange for similar hospitality for a return visit; or payment can be made for accommodation. Details can be had from the Secretary, International Exchange Committee, 23 Bedford Square, London, W.1 (not from NALGO).

# success tuition read all about it in "NCI NEWS"

- SUCCESSFUL TUITION—ONE FEE UNTIL YOU PASS
- SUBSCRIPTION SCHEME FOR THOSE UNABLE TO OBTAIN FINANCIAL ASSISTANCE
- NCI METHODS EXPLAINED AND DISCUSSED
- 1958 RESULTS IN FULL DETAIL
- 1959 RESIDENTIAL COURSE PROGRAMME

**NALGO  
CORRESPONDENCE  
INSTITUTE**



## OUTSTANDING 1958 RESULTS

IHA ... .. 3 out of 4 prizes  
RVA ... .. 5 out of 6 prizes

### Diploma in Municipal Administration

Intermediate ... .. 80 students successful  
57% as against 42% of other students

Part I Final ... .. 61 students successful  
50% as against 30% of other students

Part II Final ... .. 73 students successful  
66% as against 54% of other students

### Clerical Division - June

125 NCI students successful  
66% as against 54% of other students

### Weights and Measures

19 of the 27 successful candidates were NCI students

To the Education Officer, NALGO, 1 York Gate, London, N.W.1  
Please send NCI NEWS with details of NCI courses

Name .....

Address .....

Course required ..... PS.259

## There's still time to fill those gaps on the map

WITH the new year well under way, NALGO's current public relations drive is nearing its climax. Now, then, is the time for a final spurt.

The spots on the maps published here are evidence of the campaign's success, and are a striking tribute to the energy, enthusiasm, and enterprise with which branches have been telling the public about the services that members help to run. But there are still many gaps.

NALGO's new photographic exhibition—"Local Government is our Business"—offers a first-class opportunity to branches to help fill those gaps by staging local displays. Admired by all who have seen it, the exhibition is available to branches free of charge. Even the return carriage charge will be met by Headquarters. (Local authorities, schools, and other organisations may borrow the exhibition, too, but they will be asked to pay carriage both ways.)

There is plenty of time between now and the Scarborough Conference in June to arrange some public relations activity or other: there is almost no limit to the choice of project—from distributing the NALGO leaflet, "Local Government and You" to running a "Welcome to Citizenship." And no branch, however small, need be lost for an idea—Headquarters has plenty, and will gladly share them. Nor is it too early to make plans for next autumn: all firm plans made before June will count for a mark on the map.

### What the maps show

On the left, projects planned or completed since the scheme was launched last September; on the right, activities reported and (marked with a "+") branches which have distributed NALGO leaflets since the last map, published in December, was prepared.



Here is a key to the details:

### Completed projects:

1. **BOSTON**—collaborated with council in running "Welcome to Citizenship" and staged first showing of NALGO's new exhibition—"Local Government is Our Business."
2. **CHINGFORD**—set up speakers' panel.
3. **COULSDON AND PURLEY**—staged first two of a series of council office foyer displays illustrating the work of various departments.
4. **ESSEX COUNTY with ILFORD**—ran successful brains trust, with Freddie Grisewood as chairman.
5. **MALTON**—ran public film show: gave away numbered NALGO leaflets for lucky number prizes.

### Projects planned—using NALGO's new exhibition panels

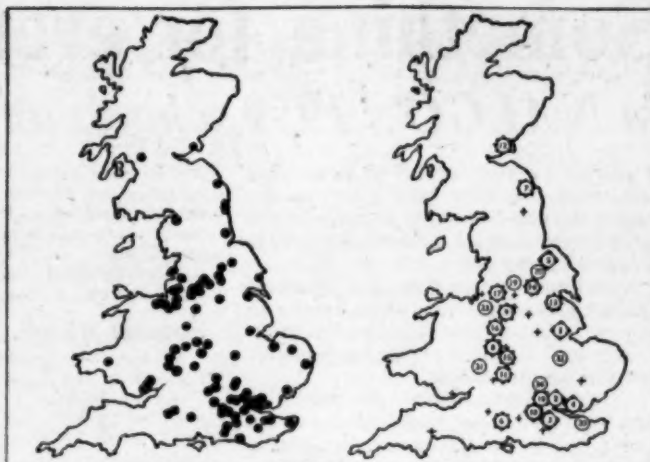
6. **ANDOVER**—collaborating with Mayor in running "Welcome to Citizenship."
7. **BERWICK UPON TWEED**—organising public library display.
8. **BILSTON**—collaborating with council in running local government and civic exhibition.
9. **BUXTON**—arranging library display.
10. **ESHER**—arranging library display.
11. **EVESHAM**—display at local Chamber of Trade careers exhibition.
12. **KIRKCALDY**—organising library display.
13. **LINDSEY**—exhibiting at Lincolnshire county show in June.
14. **NORMANTON**—to use NALGO display as basis for local exhibition in March.
15. **REDDITCH**—exhibiting at careers exhibition.
16. **STOKE-ON-TRENT**—running library display.
17. **SWINTON AND PENDLEBURY**—to collaborate with council in staging local government exhibition next September.
18. **WOOD GREEN**—to run "Welcome to Citizenship" for the Mayor.

### Other projects planned

19. **AIREBOROUGH**—in addition to press articles, now being published, branch is planning speakers panel and schools essay competition.
20. **CHATHAM**—formed ad hoc staff and council joint committee to run "Welcome to Citizenship."
21. **HEREFORD COUNTY**—to run town forum and arrange cinema foyer displays.
22. **PETERBOROUGH**—to join with council in staging local government stand at local careers exhibition.
23. **WARRINGTON RURAL**—to set up speakers panel. Council published text of NALGO leaflet on rate demand notes.
24. **WILLESDEN**—to join with council in running "Welcome to Citizenship" in March.
25. **YORK**—to organise civics quiz for local youth organisations.

### Leaflet distribution

Twenty-two branches, listed here, have taken 22,000 copies of the NALGO leaflet—"Local Government and You"—for distribution



to the public since the December list was published:

Bromsgrove, Castle Ward, Chapel-en-le-Frith, Cheltenham, Chippenham, Crawley U.D., Crosby and Litherland, Chesterfield rural, Esher, Exeter, Frimley and Camberley, Gwent, Halstead, Hayes, Hitchin, Hleanor, Huddersfield, Kingston-upon-Thames, Middlesex, Warrington rural, Watford, and Willesden.

Total distribution to date: 81,000 by 202 branches. Let's try to reach the 100,000 mark by next month.

## NEW EXHIBITION IS "NALGO'S BEST"

"The best thing to come out of NALGO since I've been a member."

That was the comment of D. H. HALL, water engineer of Boston, Lincs, when the Association's new photographic exhibition, "Local Government is Our Business," was given its first showing at a "Welcome to Citizenship" evening given to young citizens of the town by the council and the branch last month. Other comments included:

"A wonderful set of panels. They will open the eyes of the public to the great field covered by local government. Indeed, the extent surprised even me. I hope that other corporations will obtain the display for any exhibition they undertake."

—Councillor C. Valentine, J.P., Mayor of Boston.

"NALGO's display stole the thunder of Boston's 'Welcome to Citizenship'."

—C. L. Hoffrock Griffiths, town clerk.

"Very impressive indeed."

—a Boston schoolteacher.

"An excellent display. I never realised that local government covered such a wide field."

—a cinema projectionist.

"Very interesting. One could spend a lot of time just looking at the pictures. I never thought local government cost us only 4s. 6d. a week."

—a lorry driver.

"Our members are full of praise for the excellent panels. I hope other branches will have the sense to show them, because the whole display is so enlightening—even to officers already in the service."

—E. Roy Sykes, branch P.R.O.



## SCOTTISH NOTES

by JACK LAURIE

# Pay rises for S.M.T. staff range from 3s.—10s. weekly

I AM often asked by local government members when they will receive such and such an award, details of which they have seen in *Public Service*, and usually I find that they are referring to a decision of the English National Joint Council. To avoid confusion in future, news from the Scottish local government negotiating body—usually referred to as the National Joint Industrial Council or the N.J.I.C.—will normally appear in these notes. Similarly, as this month, information about negotiations on behalf of Scottish transport staffs will be published on this page. But gas, health, and electricity service members, for whom there is no separate negotiating machinery in Scotland, should watch the notes written by the national organisation officers in the appropriate service editions of the journal for news of changes in their service conditions.

## Company transport staffs' rise

PAY INCREASES, ranging from 3s. to 10s. a week, were agreed on December 23 last for staffs of the Scottish Group of Omnibus Companies. The new scales, taking effect from the pay week in which December 1, 1958, fell, are:

### CLERICAL AND CLERICAL SUPERVISORY STAFF

#### Men

**Grade 1a.** (age scales): £3 per week (at age 15), £3.17s., £4.11s.9d., £5.3s.6d., £6.4s.6d., £6.15s.6d., £7.17s., £8.7s., £8.18s., £9.3s. (at 24 and over).  
**Grade 1b:** £10.9s. per week.  
**Grade 1c:** £10.19s. per week.  
**Grade 1d:** £11.9s. per week.  
**Grade 1e** (age scale): £7.2s. per week (at age 18), £7.13s., £8.3s., £8.13s., £9.3s., £9.13s., £9.18s. (at age 24 and over).  
**Grade 2a:** £12.11s. x 5s.—£13.11s. per week.  
**Grade 2b:** £13.16s. x 5s.—£14.16s. per week.

#### Women

**Grade 3a** (age scale): £3 per week (at age 15), £3.11s., £4.2s., £4.11s., £5.6s., £5.19s., £6.19s., £7.5s., £7.12s. (at age 23 and over).  
**Grade 3b** (age scales): £3 per week (at age 15), £3.11s., £4.8s., £4.18s., £5.13s., £6.5s., £7.5s., £7.15s., £8.2s. (at age 23 and over).  
**Grade 3c:** £8.8s.6d.  
**Grade 3d:** £8.18s.6d.  
**Grade 3e:** £9.18s.6d.  
**Grade 3f** (age scale): £5.1s. per week (at age 18), £5.10s.6d., £6.3s.6d., £7.7s., £7.12s.6d., £8 (at age 23 and over).  
**Grade 3g** (age scale): £6.4s. per week (at age 18), £6.10s., £7.1s.6d., £7.12s., £7.17s., £8.2s. (at age 23 and over).  
**Grade 4a:** £10.12s.6d. per week.  
**Grade 4b:** £11.2s.6d. per week.

### INSPECTORATE GRADES

Key: (a)=weekly rate on appointment; (b)=weekly rate after six months probation; (c)=rate for 48-hour week.

**Ticket and driving inspectors:** (a) £10.5s.8½d., (b) £10.15s.8½d., (c) £11.13s.6d.

**Stance inspectors, Grade A:** (a) £10.1s.0½d., (b) £10.11s.0½d., (c) £11.8s.6d.

**Grade B:** (a) £9.17s.4½d., (b) £10.7s.4½d., (c) £11.4s.6d.

**Women inspectors:** (a) £8.10s., (b) £9.

### DISTRICT TRAFFIC SUPERINTENDENTS AND CHIEF INSPECTORS

#### District traffic superintendents:

No. of vehicles	Rate per week
Up to 20 ...	£ 13 18 6
21 — 30 ...	14 3 6
31 — 45 ...	14 13 6
46 — 60 ...	14 18 6
61 — 80 ...	15 3 6
81 and over ...	15 8 6

**Chief inspectors:** £13.18s.6d. per week.

#### DEPOT ENGINEERS, DEPOT FOREMEN, WORKS DEPARTMENTAL FOREMEN,

#### Depot engineers:

No. of vehicles	Rate per week
Up to 20 ...	£ 13 8 6
21 — 30 ...	13 13 6
31 — 45 ...	13 18 6
46 — 60 ...	14 6 0
61 — 80 ...	14 13 6
81 — 100 ...	15 1 6
101 and over ...	15 8 6

#### Depot foremen:

	Up to 60 vehicles	61 — 80 vehicles	81 vehicles and over
Day shift foreman (engineer)	12 17 0	13 4 6	13 12 6
Night shift foreman (engineer)	13 4 6	13 12 0	13 19 6

(A night shift foreman, non-engineer, gets the same rate as a day shift foreman.)

**Works departmental foreman:** £12.19s.6d. per week on appointment; £13.9s.6d. (after one year); £13.19s.6d. (after three years).

## Milestones reached by NALGO members

CONGRATULATIONS and best wishes to these members who have just retired, or have reached a milestone in their service careers. G. CHRESESON, a valued worker for NALGO, who, after 25 years as local correspondent for the Building Society, Provident Society, and Logonia, in *Salop* county branch, has given up office, as he is due to retire from local government in April. Mr. Chreseson has been chairman of the branch executive committee for ten years, a district committee member for 30, and a NALGO member for over 40 years. J. W. DACRE, chairman of the *East Midlands Division* Electricity branch, who is leaving to take up an appointment with the Burton sub-area. He has served on the district committee, and its electricity service conditions sub-committee; the staff side of the district joint council; and the National Joint Advisory Council of the Electricity Supply Industry. CECIL BRIDGE, who retired from *Norfolk* county treasurer's department last September. He has been a branch member for 35 years and president for the last two of them. WALTER BACON, who has just completed 50 years' service with *Sutton-in-Ashfield* urban district council, and retires in May. WILLIAM RIGBY, senior public health inspector, *Hammersmith*, who has just retired after

**Foreman storekeeper:** £12.9s.6d. per week on appointment; £12.19s.6d. (after one year); £13.9s.6d. (after three years).

## Ayrshire's good deeds

FOR the fourth year running, *Ayrshire* branch will be giving a party later this month for some 140 children from the county council's homes.

The idea was first put forward in 1955, when branches were invited to undertake some activity to celebrate the Association's jubilee. It was then decided to send a Christmas card to every child (and a present of sweets to homes where there were very young children), and to give a party in February after the main round of Christmas parties was over. So successful was the first party that it became an annual event. A collection is made among the county council's staff to meet the cost, and the branch undertakes to cover any deficit. The branch public relations officer and his committee make all the arrangements, and invitations are sent to the county convener, county clerk, deputies, and some members of the county council.

The children enjoy an abundance of party fare, a film-show, dancing, games, and competitions, before going "home" armed with the traditional bag of sweets, orange, and apple.

The party is a sincere effort to bring some extra happiness to these children, but it has also brought the branch considerable local publicity.

NALGO's own Benevolent and Orphan Fund has not been forgotten: as a result of a recent appeal, *Ayrshire* enrolled 34 new members, and 123 members increased their contributions. The branch is also carrying on its good works by inviting donations from members to support the appeal from the Scottish Association of Parents of Handicapped Children.

## Mr. Findlay Millar

I REPORT with regret the recent death of D. J. FINDLAY MILLAR, *Glasgow*, a popular member of the district committee and of the district service conditions sub-committee for electricity members. For many years, Mr. Millar was honorary secretary of *Clyde Valley* Electricity branch. He had been in poor health for some time.

completing 50 years in local government. He has been a member of the branch since he went to *Hammersmith* in 1919, and is its immediate past president.

MISS G. A. HANLON, *Whitehaven* branch, assistant in the borough library, and MISS IRENE BLACKMORE, of the *Wood Green* town clerk's department, who have both completed 40 years of public service.

## OBITUARY

WE RECORD with regret the deaths of the following NALGO members:

E. G. CURTIS WELCH, public relations correspondent of the *Hastings* branch, who died suddenly on December 23. He was a member of the south-eastern district public relations sub-committee, and a former branch secretary.

E. H. F. MURTHWAITE, who died a few weeks after his retirement as head of the rates section in the borough treasurer's department, *St. Marylebone*. He had served with the council for 47 years, was branch treasurer for seven years, and became vice-president of the branch in 1957.

GEORGE R. GAY, chief assistant county welfare officer, *Devon*, who had served with the county for 40 years.

# At Random

by 'AUTOLYCUS'

## Announcement

"During a ceremonial visit to the circus the Mayor patted a lion cub. Since this incident he has signed all correspondence with his left hand."

## Privilege

"Although you're new here, I'm putting you ahead of the rest of the staff on the holiday list. You take your annual leave in February."

## Faux pas

Medical officer: "I am happy to make this presentation to a doctor whose service to suffering humanity can be compared with that of Dr. Crippen and Dr. Fu Manchu."

## Free world

"A librarian who started to grow a beard was asked to shave it off. When he retorted that England was a free country, he was told that indeed it was, outside the library service."—*"Books and Art."*

## Definition

Borough engineer: Man who uses a slide rule to discover that four is the fractional approximation of two plus two.

## Foot note

"Park-keeper's toe: A distressing disease in which the patient's big toes have been pierced with a long wire spike."—*Municipal Journal.*

## False alarm

"Taxi!"  
"Where to, Miss?"  
"The maternity hospital—but don't rush, I work there."

## Mix-up

Another councillor was fond of boiling things "down to tintsacks," of discussing "priorities" and "remuneration." He was once, he told me, "on the horns of a diploma" but, unlike a colleague, he did not "run bismarck."—*Frank Shaw.*

## Progress

"The first task for our new electronic computer will be to calculate superannuation payments for the staff displaced by it."

## Juggernaut

"He added that if the mother had taken other action she might have cost the State a lot of money by placing the children under the car of the county council."—*Wolverhampton Express and Star.*

## Post haste

Final rate demand from Ruislip-Northwood Urban District Council is signed B. Quick.  
Mr. Bertram Quick is the council's treasurer and rating officer.

## Safety slogan

"Many Romans lie buried here. Please do not join them."—*St. Albans road sign.*

## Tip

Put your examiner in the right mood by heading your paper with this quotation from Sir Walter Scott: "A fool may ask more questions than a wise man cares to answer."

## Open wide

Chairman of medical officers' conference: "Will all those in favour of the motion please say Aah?"

## Heartery

"Staff meetings are often in the nature of Speeches from the Throne."—*Letter to "The Times Educational Supplement."*

## Big chief

"I prefer a chief who raises an eyebrow to one who raises the roof."

## Disillusioned

The borrower I remember best during my 18 years' hard labour as a librarian was the small girl who gave me two general and two non-fiction tickets and said: "I want two books for my mum and dad."

"I suppose your father wants a Western?" I asked.

"He doesn't like nothing else."

"And your mother a love story?"

"Oh, no," she said scornfully. "She's married."—*John Braine.*

# Prize crossword for members

Compiled by R. B. MAWBY (Middlesex Executive Council branch)

WE AGAIN offer two prizes of one guinea each to the senders of the first two correct solutions opened. These must reach The Editor, "Public Service," 1 York Gate, Regents Park, N.W.1, not later than February 24.

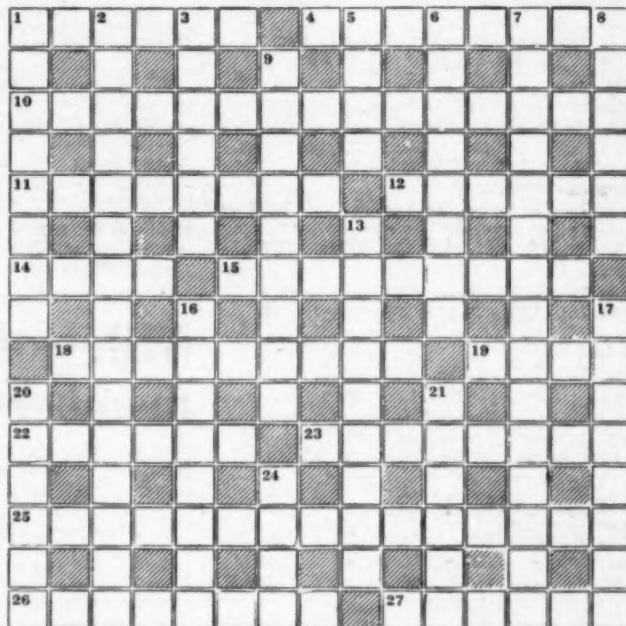
Write your name, address, and branch on the coupon in capitals and send it with your entry in a sealed envelope marked "Crossword No. 6" (3d. stamp). Members only should enter, and winners' names will be published next month.

No. 6

Name .....  
Address .....  
Branch .....

## ACROSS

- 1 Retain to form the sensitive layer (6)
- 4 Sped round the harbour in reverse and got a sharper edge (8)
- 10 Certainly not the skeletons in the cupboard! (6, 9)
- 11 Puts back in office (2-6)
- 12 In which reign royal heads fell (6)
- 14 Distinguished lady is disturbed to make this delectable Dutch dish (4)
- 15 Most unusual distance between two short streets (9)
- 18 Era recalled in current youthful fashion (9)
- 19 Bright part of amicable relations (4)
- 22 Torment of Chiang (6)
- 23 By which judgment is made (8)
- 25 A diagonal movement for the good of the soul? (15)
- 26 News read in bits gave the reply (8)
- 27 Hit two in succession to make this on a smooth surface (6)



## DOWN

- 1 Retort of the ready wit (8)
- 2 Birch lands a seat, perhaps, among these (6, 3, 6)
- 3 Off-stage, these can add to the effect (6)
- 5 Recount (4)
- 6 Exceed in importance (8)

- 7 Branded a thief by 18th-century poet (15)
- 8 Abandon (6)
- 9 Gut it, dear! Thanks (9)
- 13 Italians danced to cure his bite (9)
- 16 Bill is associated with this winter migrant (8)
- 17 Players (8)

- 20 Use this and await developments—if you want a negative result (6)
- 21 Confused spy with the help of the A.A. makes an eastern destination (6)
- 24 Section of the cheap seats for a church recess (4)

**CROSSWORD No. 5.** Guinea prizes for the first two correct solutions opened go to MRS. A. CRANE (Bedford County branch) and T. E. EVANS (Montgomeryshire branch).

**SOLUTION:** ACROSS: 1. Pittance, 5. Ranted, 10. Taunt, 11. Naturally, 12. Hide, 13. Scoop, 14. Oyer, 17. Travel, 18. Logomia, 21. Paradox, 23. Potent, 25. Erse, 27. Green, 28. Cuba, 31. Clothiers, 32. Axiom, 33. Tomato, 34. Assignor. DOWN: 1. Patchy, 2. Thunderer, 3. Arts, 4. Cynical, 6. Acre, 7. Tally, 8. Daybreak, 9. Stroll, 15. Evade, 16. Agate, 19. Mancunian, 20. Uppercut, 22. Xerxes, 23. Pleases, 24. Farmer, 26. Storm, 29. Chat, 30. Sari.



# My NALGO Diary

by "Abingdon"

## Norwich brushes up on NALGO

NORWICH branch has followed the lead given at the national school of trade union education last spring, and is running a winter series of six evening lectures and discussions on the various aspects of NALGO for its own members and members from neighbouring branches. Subjects covered so far are branch organisation, the functions and work of the district committees, and finance. The remaining talks will include national policy-making (by the President, ALBERT NORTROP); national administration and the ancillaries (GEOFFREY DRAIN, deputy general secretary); and Whitleyism (GEORGE NEWMAN, national local government service conditions officer).

## Recognise yourself?

THE resilience of a boxer, the patience of Job, the anticipation of a prophet, the insight of a psychologist, and the wisdom of Solomon.

These are the essential qualities required of council staff—according to J. R. CAMPBELL CARTER, J.P., chairman of Chislehurst and Sidcup urban district council. He told branch members this when he spoke at their annual

dinner recently, and added that he constantly marvelled at the adaptable qualities of local government officers.

## 32 years as branch treasurer

MY CHALLENGE to long-serving branch officers to beat the 29-year record of Billericay's branch secretary has been taken up on behalf of W. J. MASKELL, who has been honorary treasurer of Oxford branch for 32 years. Any further advance?

## N.E. district presentation

A TAPE-RECORDER was presented to J. Y. FAWCETT by the national president last month as a token of appreciation from his district colleagues for his long and valuable service as district secretary. Mr. Fawcett, who has retired from the secretaryship after 18 years, was described by the district committee chairman, F. BAINBRIDGE, as a man who "could always be relied upon to see the job in hand through—whether it took five minutes, five hours, or five days." Mr. Fawcett will remain a member of the National Executive Council and Trustee of the Association. His successor as district secretary is GEORGE

ARROWSMITH, borough treasurer's department, Gateshead.

## More shopping hints

WHAT YOU should know about an electric razor before you buy one, and why your bank charges go up and down, can be learned from the winter number of "Which?", just published. It also features egg beaters, draught excluders, soot destroyers, cycle reflectors, and tinned stewed steak; and invites lady members who admit to 35 years or more to take part in a test of hormone glands.

May I remind branches wanting to order "Which?" or "Shoppers' Guide" for their members at the special rates given in last September's "Public Service" that they must write direct to the publishers, not to Headquarters. For "Which?" they should write to the Consumers' Association, Ltd., 7 Great James Street, London, W.C.1, and for "Shoppers' Guide" to the Consumer Advisory Council, 2 Park Street, London, W.1.

## Are you covered?

FREEZE-UPS and flooding are a feature of February, so I gladly pass on a timely reminder from LOGOMIA that its Householders/House-owners Comprehensive Policies can cover you against the high costs of repairing burst pipes, and the damage to property and possessions from these and other winter hazards.

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ances, there are ways in which you can make a good impression every time you talk.

You know, through your own observation, that good talkers always win attention. They command respect! They become quickly not only popular, but often more entertaining—all of which directly helps them to bring more happiness to others while winning for themselves the good things of life.

To acquaint more readers of this journal with the easy-to-follow rules for developing skill in everyday conversation, the publishers have printed full details of their interesting self-training method in a 24-page booklet which will be sent free to anyone who requests it. The address is: Conversation Studies (Dept. LC/CS8), Marple, Cheshire. Enclose 3d. stamp for postage.

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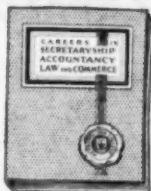
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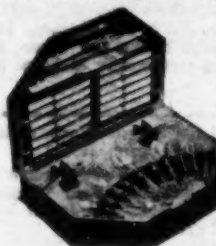
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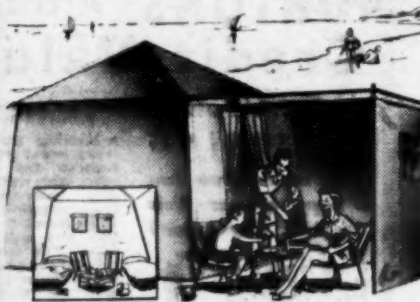
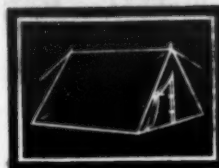
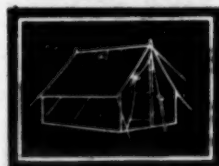
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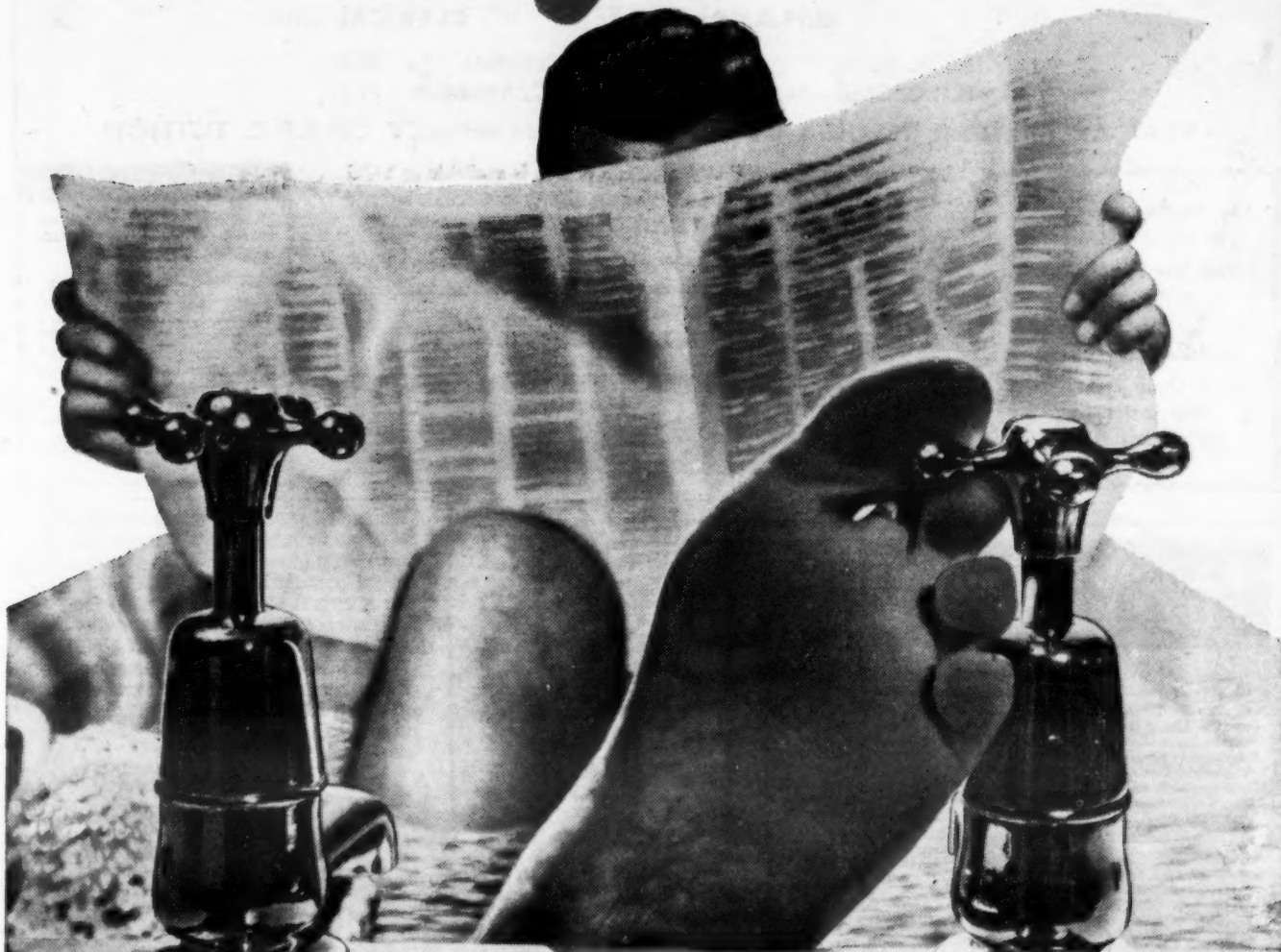
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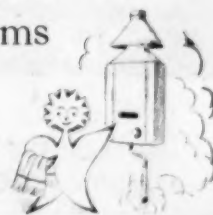
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# SERVICE

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## Frosty welcome for John Citizen

NALGO's inquiry into reception facilities in town halls and public offices reveals generally inadequate, and sometimes deplorable, arrangements in more than half the local authorities in the country. (pages 38-39)

## Mental Health Bill

What changes does it make? How will it work? What difficulties will the staff have to overcome? Three men with many years of experience in mental health ask and answer these and other questions about the Bill on pages 40-42

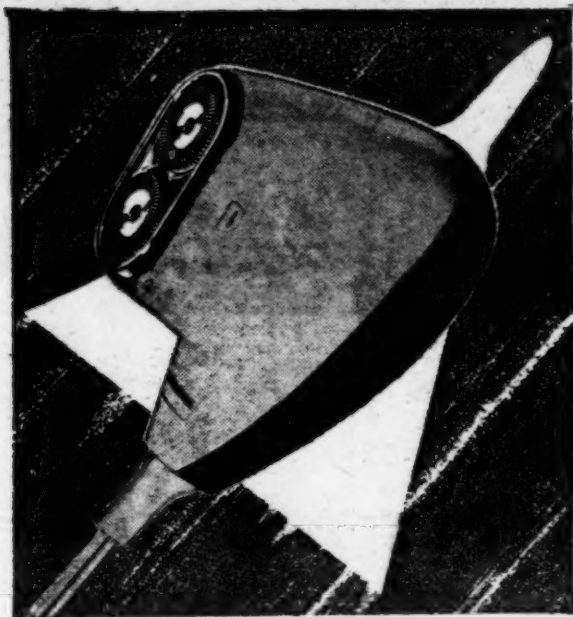
## Spotlight on almoners

The story of the team of devoted women at West Middlesex Hospital who help patients to overcome the worries that so often accompany sickness and treatment in hospital is told by KATHERINE SANSOME on pages 36-37

### ALSO IN THIS ISSUE

Review of Report of the Committee on Hospital Supplies  
(page 47)

New competition in membership recruitment drive  
(page 45)



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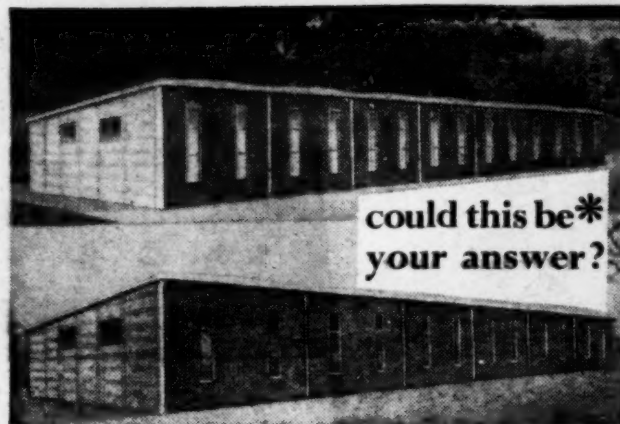
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## Will the Mental Health Bill work?

THE MENTAL Health Bill, given its second reading in the House of Commons last month, at once reflects the extensive advance made during the past decade in the treatment of mental disorder and the new public attitude towards it.

By sweeping away all the old laws and substituting a new, humane code, it opens the door to a new era in the treatment of mental illness. The aim of the Bill is to encourage informal and voluntary treatment—resorting to compulsion only where that is necessary for the safety of the patient or the public, to bring the local authorities more fully into the field of mental treatment, and to give greater definition to the respective roles of hospitals and local authorities. How far it will succeed depends on three things.

First, the further education of the public. Despite the ground gained in recent years, fear, ignorance and prejudice still baulk the path of advance. How will families, friends, neighbours and employers react to having the harmless, but dependent, person in their midst, instead of hidden away?

Second, the continued and intensified research into causes and cures of mental disorder. With the advance of civilisation, most other diseases are declining, but mental illness is on the increase. Three out of every five in hospital today are mental patients, and the illness of one out of every ten you meet in the doctor's waiting room is psycho-neurotic in origin. Yet the Medical Research Council is spending only £130,000 a year—some 4 per cent of its budget—on specific research into mental disorder.

Third, the way that hospitals and local authorities carry out their wider responsibilities. All hospitals must be ready to accept mental patients and, therefore, to open more psychiatric wards and out-patient departments. Local authorities, though not yet statutorily empowered to do so, will need to provide more residential homes, especially for the aged mentally infirm, more training centres for the educationally sub-normal, more welfare and other care facilities for the mental patient returning from hospital, or the sub-normal person living at home.

The problem is large. It is assumed that between 10,000 and

20,000 people now in mental and mental deficiency hospitals could be discharged if there were sufficient community services to receive them. Contrary to the recommendations of the Royal Commission, the government is to make no special grants available for this purpose. Local authorities must establish and expand their services within their rate income and general grants. But, by 1961, still less than 10 per cent of their total expenditure will be devoted to their mental services.

However willing and enterprising they may be, it is difficult to see how they can make much progress. In addition to the need for more accommodation, they will need more staff. So will the hospitals. One speaker after another during the Bill's second reading pointed to the present grave shortage of psychiatrists, nurses, therapists, psychiatric social workers, and mental welfare officers. There are, for example, only 500 psychiatric social workers in the country. The London County Council, catering for a population of over 3,000,000, has only three such workers who are fully trained. The shortage of mental nurses needs no emphasis, and, with the lack of qualified psychiatrists, may account for the fact that four of London's teaching hospitals have fewer than 20 psychiatric beds.

Of the 600 mental welfare officers employed by local authorities, only about one-half have any academic qualifications suitable to their work—a fact deplored by the most progressive among them.

It is clear, therefore, that if the progress envisaged by the Bill is to be made, the psychiatric team in hospital and local authority must be strengthened both in numbers and in calibre. It has—understandably—never been a popular field of work. It is exacting, and much of it is unrewarding. This being so, authorities can no longer rely upon the dedicated few. They must offer salaries, conditions, and training facilities that will attract the type of worker they want.

No matter how humane the legislation, without money and manpower to carry it out it might as well stay in the Ministry's pigeon-holes.

## spotlight on almoners

# The patients' friend

by KATHERINE SANSOME

**MOST SOCIAL WORKERS** spend their working lives in a half-world of other people's tragedy, misery, illness, worry, problems and hard-luck stories. If they are to be effective in their relationship with these people and the help they give them, social workers must be neither over-sympathetic nor hard-hearted, uncaring nor depressed. How, in the midst of human misery, do they keep their balance?

The answer that almoners—who, in hospitals, see every aspect of illness and its accompanying problems—give is: "We are trained to keep a sense of proportion." All the almoners I spoke to, from the most senior to the most junior, praised their training, the more senior saying how excellent were the present courses and how much they had improved in recent years.

The two-year courses—most universities have them—are in social science and are the basis for all social worker categories. Deciding to branch into almoning, a young woman (there are very few men in the profession) would apply for a place in the Institute of Almoners' applied course, or at one of the several universities which work in close liaison with the Institute. About

half the 1,500 practising almoners in the country have another degree besides their social science diploma.

The training is intensive in both theory and practice, and much of it is based on applied psychology. Not only are would-be almoners trained to recognise other people's personalities but also the strength and deficiencies of their own, which aids them to help other people to face up to their bad feelings and live with them. They are trained to be effective in their actions; to encourage other people to talk, think, and realise their capabilities—all without *telling* them what to do; to recognise strengths and weaknesses; to know when to give material help and when emotional help is needed; to separate the material problems from the emotional ones; and how to give their help and encouragement to people who are often in quite insoluble difficulty.

### Shortage of staff

But an outsider can see that, important as specialised training is, these hospital almoners have qualities in common which no amount of school-work can instil. Indeed, despite the shortage of almoners today—there are at present about 200 advertised vacancies in hospitals all over the country—a small proportion of entrants to the courses are told that the profession is not for them.

I asked MISS ELIZABETH ZUCKER, M.A., head almoner at the West Middlesex Hospital, in charge of 12 almoners there and a number of others in the different hospitals in the group, what qualities she thought were important to her job. She answered: "The best almoners have a passive quality: they allow their

patients to talk so that the underlying problems come to the fore. The problem as it first presents itself is rarely the one that creates the most worry.

"For instance, I may have to deal with a mother whose baby is abnormal in some way, and who has come to me with a request for a home-help because she can't cope. The untrained almoner might arrange for a home-help to visit the house and feel that the problem is finished. But the trained almoner will encourage the mother to talk, knowing that a mother in this unhappy position, who suddenly feels she can't cope, has a special need for understanding support. Perhaps she has an unjustified feeling that she is to blame for her baby's state; perhaps she is torn between her love for her child and an idea that it ought to be 'put away.' It may be very difficult to give practical help under circumstances like these, but an almoner can do immense and invaluable good by showing the mother that she understands how she feels. To have just the safety-valve of being able to talk about their problems to someone who *cares* helps people to face up to them—and that's part-way to a solution.

### Sympathy—and detachment

"Although an almoner must show that she cares about her patient, she must never become emotionally involved. Success depends upon a good professional relationship—if a young almoner became really distressed about the things she heard she wouldn't be able to help at all. She should examine the evidence in a detached way and show that she is giving it her thought. If she has the qualities of sensitivity and understanding, she will help patients to think of some way out of their difficulties.

"She must have the desire to understand the patient's feelings, and the ability to 'carry through' both in finding material help and in supporting the patient. Some cases are on her books for two years or more, but her interest must remain fresh.

"She must be sincere—and impress everyone with her sincerity. Someone in trouble is the first person to recognise whether the almoner's interest is real, or just assumed as part of the job.



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MISS ZUCKER, head almoner at the West Middlesex Hospital, is seen here discussing new patients' difficulties and old patients' progress with the sister-tutor.



"Any more? Well, add imagination, detachment, and the art of assessment of personality, and you ought to have a good almoner!"

Training for junior almoners at the West Middlesex hospital doesn't finish when they are appointed. The trend nowadays, which this hospital follows, is for an almoner to work with a particular medical unit, such as old people's, children's, gynaecological, surgical, tuberculosis, skin diseases, etc.

## Plenty of work

She would find plenty to do. Cases are usually referred by the doctor who attends the patient, but they may also be referred by nurses, the hospital chaplain, relatives, or any of the hospital officers who are alive to the part played by almoners in patients' recovery. Each almoner either goes on the ward round with the doctor and sister, or has a chat over coffee about every patient on the ward.

Patients, in most cases, come to the almoners' department. The receptionist looks up any case record there might be, and puts the patient in touch with the appropriate almoner. When the two have met, the almoner will give what material help she can, and assess whether the patient needs more sessions for emotional help. It is very important to the almoner-patient relationship that the almoner should remember at each interview what was said at a previous one, and, if some time has elapsed, in what sort of emotional state the patient was.

At one time, Miss Zucker told me, an almoner was thrown straight into case-work and had to sink or swim on her own. Now, all juniors have supervision sessions with either Miss Zucker or with her deputy, MISS E. MOON, if they wish—as most of them do. Every aspect of the cases is brought out and discussed—not so that the senior almoner can tell the junior what to do, but in order that, by talking over the problems and receiving guidance, the young almoner will see her way more clearly to giving the right sort of help.

## Dealing with individuals

What sort of cases do almoners deal with, and how much concrete help can they give? The worries people have may fall into defined categories—money, housing, health, family relationships—but the variations on these themes are endless. Every almoner I met impressed me with her conviction that she deals with individuals whose problems are entirely personal to them.

As for material assistance, the almoner is the link with all the social services—both State and voluntary—from which the patient can get help. Within a very short time of being appointed, an almoner usually knows by name everyone in her area who can help with money, housing, domestic help, meals-on-wheels for old people, welfare workers, convalescent homes, legal problems, home physiotherapy or occupations, jobs, and so

on. She knows how to contact organisations who will help in specialised cases like cancer or tuberculosis. Miss Moon told me that the department simply couldn't function without the outside services, and said that everyone with whom it is in contact was extremely helpful.

Perhaps Miss S. Ball and Miss J. Keatinge, the senior and junior almoners working on the geriatric unit, use state services as much as, if not more than, anyone. "There are a lot of ways in which we can make an old person's home and future more comfortable through the state services—but we still give help in a less tangible way," said Miss Ball. "Picture an old lady who is not as active as she used to be. She has always been used to looking after herself, and now can't quite face up to the fact that she needs help. We have to help her to see that a home-help is not an 'intruder,' that the National Assistance Board is not 'snooping' into her affairs, and that she is not losing her independence if she accepts the help which will make her life more comfortable."

## Support for relatives

Much of Miss Ball's and Miss Keatinge's time is spent with relatives of old people, who need both the support of the welfare services and the assurance that someone understands the problems of looking after an old person who may have very unrealistic ideas about the practical side of life.

MISS C. PARKER, attached to the children's and surgical units, said that, although problems may be similar, every patient creates a new situation. She has found, too, that changes in medical practice can create new problems. Not very long ago, mothers were allowed to visit their children in hospital only once a week: now, most hospitals allow mothers to come every day, and even to stay at the hospital to be near their children. One mother, with whom Miss Parker is dealing, doesn't want to come every day to see her small son because she says "the child makes a fuss of the nurses and takes no notice of me."

After talking with Miss Parker, the mother will probably see that her child really loves her and is simply punishing her for "abandoning" him to the hospital.

The twelve almoners, under Miss Zucker, work very closely as a department, and they are helped in this by the eleven clerical staff, most of whom are members of NALGO. MISS J. WATTAM, chief clerk and secretary to Miss Zucker, told me that she has had staffing difficulties with shorthand-typists because of the competition with numerous commercial firms in the neighbourhood, but she hopes that the new salary scales will improve matters. All the staff feel they are doing a worthwhile job. There is a lot of paper work to be done and case-records to be kept, and the office workers have to be both sympathetic and discreet about the department's activities.

MRS. V. SAID, senior clerk, who has been with the department for fifteen years, is in charge of the records, and also of arranging all the convalescences. About 800 cases a year are referred for convalescence by doctors in the West Middlesex hospital, and Mrs. Said arranges transport through Mr. Moss, the hospital's transport control officer, gives patients details about train times and travelling, and personally visits many of the homes so as to be able to advise almoners on the types and availability of places.

## Anyone can need help

Though these almoners see the dark side of life in their work, they can still say that they are amazed at the capacity people have for facing problems and coping with them. But there are times in everyone's life when he or she becomes so frightened, or ill, or upset, that someone else must help. If an almoner is called in, you may be sure that the help will be given completely, willingly, and compassionately—because almoners *mind* about other people.



**NURSES TO-DAY** realise that recovery from physical illness can be hampered by patients' home worries and they make sure the almoner knows if someone needs her help.

## NALGO SURVEY EXPOSES TOWN HALLS'

## Frosty welcome to John Citizen

*Left to wander in  
departmental  
maze*

*Interviewed by  
juniors in  
corridors*

*No privacy for  
confidential  
talks*

## "ABOMINABLE HATCH AND A BELL MARKED 'PUSH'"

LOCAL GOVERNMENT, we often claim, is the most intimate and democratic of all our institutions. It touches John Citizen at every stage of life, from cradle to grave. It helps him in his home, his school, his leisure and in all he does. It is *his*—managed by the people he elects, paid for by his money, giving him what he wants in the way he wants it. He is owner, boss, paymaster, and customer in one.

But how does local government welcome the boss when he calls on it as a customer?

That was the question NALGO put recently to all its branches.

The answer—given by 750 local government branches, representing close on 1,000 of the 2,000 local authorities in England, Wales, and Scotland—makes grim reading.

Nearly half of this total, it shows, do not welcome him at all.

Of the branches replying, 45 per cent describe the facilities offered to the visiting ratepayer as "generally inadequate" even by the austere standards common to the public service. In some, they are declared to be "non-existent." In most, they are poor by any standards. In no more than a handful do they even approach the standards offered by commercial enterprises of comparable size and importance.

## Biggest councils the worst

As might be expected, the smaller authorities, with fewer visitors and thus a simpler problem, present the least unsatisfactory picture. Sixty-nine per cent of the rural district branches, 58 per cent of the urban districts, and 53 per cent of the boroughs consider their reception facilities to be "adequate." But only 23 per cent of county borough branches make this claim. The county councils give a better picture, with 55 per cent "adequate."

What do we mean by "adequate" reception facilities? That must depend on many factors—the standards set, the personal approach of the individual judging, the circumstances in each town. No general questionnaire can, therefore, elicit a true picture, only a broad impression.

But even within these limitations, the impression given by the answers to this questionnaire is a poor one.

The standards NALGO set were far from lavish. Was there, it asked, any central point

at which the inquirer could get his questions answered—or must he first find one or more separate departments? If there was a central reception office, did it offer such normal amenities as seats, warmth, a peg for wet raincoats, an umbrella stand, a lavatory, magazines to read when waiting.

## Six points of failure

NALGO's inquiry showed that, in nearly half the local authorities in the country, arrangements for receiving visitors and answering their questions are "generally inadequate" and sometimes deplorable. The main shortcomings brought to light are:

- Old-fashioned, draughty, and generally drab and depressing accommodation.
- Absence of central inquiry points where departments are widely dispersed.
- Inadequate signposting of buildings, departments, corridors, and offices, through which visitors wander aimlessly in search of the office they want.
- Shortage of chairs and other simple amenities for visitors who have to wait.
- The practice of leaving visitors to the mercy of untrained juniors.
- Lack of proper accommodation for interviews, which must be conducted through hatches, over open counters, in general offices, or even in corridors—with no facilities for confidential matters to be discussed in private.

some privacy for the discussion of personal problems, a shelter for perambulators, and a public telephone?

If there was no general inquiry centre, how was the visitor directed to the departments he wanted, and what amenities did he find there? Were the departments themselves near together or widely scattered?

Of all the authorities covered, only one-quarter provided any kind of central reception. And in most of those, the facilities were rudimentary—a hall porter, often missing on other jobs; a telephone exchange with buzzers constantly interrupting conversation; an

"information department" old-fashioned and dark, containing only counter and seats; a "porter's" locker room, six feet by nine, dark and mean; an information desk with a single seat.

The remaining three-quarters lacked even this. Take this example, from a big county borough that is also a seaside resort catering for visitors in their thousands:

*We have no information office, inquiry desk, or porter. Visitors depend for guidance on the lift attendants or a passing member of the staff. There is a waiting room with seats—but no coat pegs, umbrella stands, magazines, lavatories, or telephone.*

Or this, from a Scottish burgh:

*No information office, desk, or porter. There is an inquiry counter in the clerk's department, with a single chair—but the counter is often covered with agenda papers being stapled, and buzzing from the switch-board often interrupts interviews. Queries are answered by the nearest typist available—and most of the five other typists in the office can hear every conversation.*

## Widely scattered departments

One of the oddest is a borough of 170,000 inhabitants which has an information office—but since this is at the back of the town hall and there is no direction board, few visitors find it!

*Most wander aimlessly about until a porter or officer spots them and offers help. Those not noticed just continue wandering or go into the first office they find. Any who have to wait must do so in corridors provided with a few forms or seats discarded as no longer suitable for public halls. Private interviews are impossible, save for the few people seen by senior officers in their own rooms. The building is filthy, the walls being cleaned only when it is redecorated.*

Of the three-quarters of councils which receive their visitors in departments only, most are no more welcoming.

In many, the visitor's first problem is to find the department he wants—sometimes in the same building, sometimes dispersed throughout the town.

*A county council has its children's department 1½ miles, its architect's, valuation, welfare and land agent's departments two miles, and its civil defence department four miles from the head office.*

The offices of a borough council are converted from old houses with "warren-like



interiors, dark rooms, and mysterious passages" through which visitors must find their own way. A ratepayer wanting to complain about a drain may go to the chief public health inspector—and be sent to the borough engineer, whose office is a mile away, uphill.

And even when departments are in the same building, inquirers may have far to go. In one county borough, for example:

*The education department is divided into three sections, all upstairs, each with a separate entrance. Since there is no central office and no lift, the caller not knowing which section he needs may have to climb and descend three sets of stairs.*

### "A nasty little room"

Having penetrated one of these rabbit-warrens, braved the mysterious passages, climbed the stairs or walked half-way across the town to the department he wants, what does John Citizen find there?

*In most, the answers suggest, only "a nasty little room smelling of soft-soap, without a single seat, an abominable hatch and a bell marked 'push.' When he pushes, a sliding panel shoots across, a barely visible face asks what he wants, and the hatch is closed with a bang while the boys behind the scenes are looking for the answer."*

In a big county borough, "most departments are in overcrowded old buildings and visitors are interviewed in big general offices or in passages."

*There are no seats for visitors in any department, reports a borough branch. Those to the housing department wait in a draughty corridor, fitted with a sliding hatch.*

Not more than one waiting room in ten provides pegs for wet raincoats, and only about one in fifty gives the waiting citizen anything to read—and then usually nothing more exciting than technical journals.

*Very few provide shelters where a mother can leave her baby in its perambulator. Some allow prams in their central lobbies—but a mother calling at the third-floor office of a London borough must leave her baby in the street outside.*

### No privacy for personal talks

Lack of privacy, even for the most personal discussions, is a common complaint.

*In one county borough, for example, "rates collecting and hardship cases, housing mortgages and loans, and funeral arrangements with the cemeteries department, must all be discussed over the public counter."*

Arrangements of this kind are not only daunting to the visitor, they encourage time-wasting by the staff. For, as one branch secretary points out:

*"When members of the public are present in a general office, staff are reluctant to go on with their work, and some think it impolite not to engage in general conversation with visitors who are waiting."*

Whom does the visitor see? Sometimes, as in the Scottish burgh already mentioned, "the nearest typist available"—with the other typists listening in. In others, the switchboard operator—between calls. More often, as in a big county hall, the junior—inevitably only partially trained and "not always as tactful and polite as he might be."

All this—and the examples could be multiplied many times—suggests that local

government has scant regard for its masters and customers. That is bad enough. But more serious is the effect of such chilling reception on the service and its officers. As the Birmingham branch magazine *The Guildsman* commented last month:

*"The conditions to which callers are subjected start us off on the wrong foot. . . . The ratepayer, when he calls at the Council House—bought with his money—should be received with sympathy if he has a problem, with tact if he has a grouse. But we are hindered in our work. How can we sell our services to the public if we have no shop window? . . . Local authorities seem to think that what was good enough for the nineteenth century is good enough for today."*

Of course, there are good reasons for many of these defects. Just because it is public money they are spending, councillors are reluctant to invest in what they may regard as "frills"—and are sensitive to criticism should they do so. And post-war capital restrictions have prevented many from building the new town halls and offices they recognise to be urgently needed.

### What could be done

Nevertheless, need the picture be quite so black as it is? The few examples of good facilities show what could be done.

Take the county council, lately rehoused in a former big hotel. Here, the visitor is received in the main vestibule at a reception desk manned by "courteous uniformed commissionaires" who either send him to the department he wants, guided by colour-keyed direction signs similar to those in the London Underground, or call the officer he wants by telephone. Each department has its own comfortably furnished inquiry office, with space for private interviews.

Or the London borough where, in addition to an information office and inquiry desk, the public relations officer has his own office in the entrance hall and is available to deal with any inquiry the porter cannot answer.

Or the county borough where the visitor is welcomed by a curator in a pleasant reception office and either taken or directed to the department he needs: if he is old or infirm, he is given a seat in the reception office and the officer he wants is brought to him.

Or the rural district council which has a separate colour scheme for each department, so that visitors, directed by the central telephonist-receptionist, can readily find their way.

*Nor are new and more spacious buildings essential. In the offices of an urban district council, visitors are received by the telephone operator housed in a kiosk in the main hall which she herself keeps "pleasantly decorated with flowers and plants."*

The questionnaire went also to branches in the other services covered by NALGO, but replies from these—60 from health, 41 from electricity, and 15 from gas branches—were too few to justify firm conclusions. So far as they went, however, they suggested that reception facilities in these services were generally a good deal better than in local government. Five-sixths of the health branches, two-thirds of the electricity branches, and three-quarters of the gas branches regarded their arrangements as satisfactory.

*This inquiry shows clearly that, even by the meanest standards, nearly half our local authorities give a frosty welcome to John Citizen when he visits "his" town hall.*

Often, it is true, this is recognised and

### RATEPAYER ERRANT

A long way after Mr. John Betjeman

*Empty in the dusty twilight  
Unwashed windows make of day,  
Pock-marked corridors unending  
Carry life and time away.*

*"Tasteful" beige once partnered marble,  
But tasteful beige is peeling fast.  
Red or blue, the pictured elders  
All are turning brown at last.*

*Blunder on to find "inquiries"—  
Barren room, untended hatch,  
Broken bell-push, dingy ash-tray,  
Cigarette-end, burnt-out match.*

*Up the unlit stairs and down them.  
Stuffy office. Are we there?  
Busy clerk is sorting, sorting.  
Dust, then sit on, shaky chair.*

*Wonder if the pram's been stolen?  
Watch broody drip, and plastic mac,  
Dripping on the faded lino,  
Take the dust in every crack.*

*"No, you want the public cleansing"—  
Cross busy street, climb rain-drenched hill.  
Chance upon a friend returning—  
Or I might be wand'ring still.*

*Tell my troubles to a typist  
While her sisters coyly peek:  
"Sorry dear, he's in committee."  
Call again—tomorrow week."*

ICONOCLASTS

deplored by councillors and officers alike, and will be remedied as soon as ancient buildings can be replaced by new. But need we wait so long?

A few comfortable chairs, a coat of paint, a gay picture or two (not, one hopes, grimy portraits of long-dead aldermen), a bowl of flowers, a handful of magazines, a cosy fire, a knowledgeable receptionist able to answer simple queries, and clear direction signs to different departments, would cost little but would transform the bulk of our town and county halls. All that is needed, indeed, is the imagination to put oneself in the ratepayer's shoes, the desire to write "Welcome" on the mat, and the drive to persuade councillors and chief officers to translate that desire into action.

### A task for branches

NALGO is doing its part. It is bringing the results of this inquiry to the notice of the local authorities, their associations, and the citizens. Now it is for branches to do theirs. If they will follow up the inquiry by looking carefully into the facilities provided in their own offices, by making constructive suggestions for their improvement, and by taking these to their councils, they will go far to change the picture. Some have already made a promising start.

The result could mean a great deal more than a few comforts for the visiting citizen. It could calm his fears, allay his suspicions, mollify his antipathy, speed his inquiries, and, by a general easing and streamlining of work, contribute materially to staff efficiency. This is an aspect of work study commonly overlooked by "O. and M." experts. Cannot we fill the gap?

# REVOLUTION IN MENTAL HEALTH

## How the new Bill may affect officers' work

**Dr. X:** The fundamental thing the Bill recognises is that an ill person—whether the illness is physical or psychological—needs care and treatment.

The custodian attitude towards mental illness has gone, the legal set-up is confined, and the patient is safeguarded against any mistake or false detention. A Justice of the Peace cannot exercise clinical judgment, only authority. Now that two medical recommendations are required in the case of compulsory detention, judgment is exercised by doctors whose special training ensures the maximum degree of safety.

Since one of the medical recommendations should come from a doctor who knows the patient personally, there is bound to be a growth of the general practitioner's awareness of his patients' psychological problems.

The new definitions of mental disorder recognised for compulsory detention, where necessary, have broken away from the Royal Commission's deliberate and scientific recommendations. The Commission suggested the three terms "mentally ill," "severely sub-normal" and "psychopathic." Its idea was that the higher grade defectives—called "sub-normal" under the Bill, and now liable to be compulsorily detained—should be catered for by the welfare services in the community. These people are, for the most part, harmless but dependent, and could live normal lives under a certain degree of protection.

The Commission also refrained from defining psychopathic personality—described in the Bill as "A persistent disorder of personality . . . which results in abnormally aggressive or seriously irresponsible conduct"—because it thought it more important to safeguard the liberty of the subject than to form a definition which might or might not be scientifically valid in recognising cases which could be treated medically.

### More responsibility for doctors

**Mr. Ryder:** Everyone will welcome the ease with which those coming forward voluntarily for treatment will be able to obtain it without legal formality or the expense of medical services to get certificates.

The new definitions of mental disorder are not as offensive as the old. As far as the new compulsory arrangements are concerned, the need for two medical certificates will put more responsibility on family doctors, and I wonder whether mental welfare officers will have difficulty in finding doctors willing to sign the hospital applications. It would seem that it will be much easier to enforce early care and treatment for mental deficiency patients.

**Mr. Westmoreland:** The provision for completely informal entry and departure for those willing to seek hospital treatment for

The new Mental Health Bill has been generally welcomed as a progressive step towards the better understanding and treatment of all forms of mental illness. But what does it mean to the hospital and local authority officers who will have to carry out its terms when it becomes law? *Public Service* has interviewed two men with long experience in the mental health field—Dr. X, medical superintendent of a mental deficiency hospital (who wishes to remain anonymous), and Mr. E. E. Ryder, administrative officer in charge of the London county council mental health department—to find out their personal reactions to the Bill. Mr. J. E. Westmoreland, who is honorary secretary of the Society of Mental Welfare Officers and himself an experienced mental welfare officer, also sent us his personal views. These have been incorporated with the others in this discussion on some of the Bill's major provisions.

mental disorder—in just the same way as patients may seek treatment for physical illness—is a natural evolution from the voluntary procedures introduced in 1930. Indeed, many mental hospitals have already "de-designated" part of their premises, and have been receiving patients informally.

### Compulsory procedure snag

It is around the suggested compulsory procedures that controversy is likely to rage. These are reduced to two, with a procedural variation in one in case of urgent necessity. They are—"application for admission for observation" (as a result of which a person may be detained for 28 days), taking the place of all the present short-term orders; and "application for admission for treatment," which replaces all forms of what is commonly called "certification." The procedures are the same for mental illness and mental deficiency.

The application may be made by the nearest relative of the patient, or by a mental welfare officer (who must have taken all practicable steps to obtain the consent of the nearest relative), and, as has been said, must be supported by two medical recommendations. The fact that one of these must come from a doctor who has experience in the diagnosis or treatment of mental disorder is a new and important provision in cases of mental illness, although it has been obligatory in cases of mental deficiency since 1914.

How the procedural variation which I mentioned just now for use in cases of urgent necessity is to operate is at present obscure. The Bill says: "The medical recommendations required for the purpose of an emergency application may be signed after the date of the application," but then

goes on to say: "the application shall be sufficient in the first instance if accompanied by one such recommendation, given, if practicable, by a practitioner who has previous acquaintance with the patient."

Since the medical recommendations (both of them, presumably, since the plural is used) need not be signed until after the date of the application, it is difficult to see how the application can be accompanied by one of them. Is it the intention that a doctor shall see the patient but, to save time, need not complete a certificate until later? Or should a mental welfare officer—one cannot see the nearest relative getting mixed up with this procedure very often—make an application, admit the patient to hospital—and then arrange for the medical examination?

This procedure is likely to be invoked frequently, and it needs to be clarified if there is not to be considerable initial confusion.

### Can hospitals refuse entry?

The use of the word "application" makes it difficult to understand precisely what is intended with regard to compulsory admission and detention. An application is usually construed as something which may be acceded to or refused, and certainly the Royal Commission recommended that hospitals should have the right to refuse to admit a patient for whom they felt they could not provide adequate care and treatment—a recommendation that filled every mental welfare officer with grave misgiving.

But, in the event, the Bill does not specifically confer on hospitals the right to refuse an application—and neither does it say they must accept every application, but surely that is implicit, or there would be procedures for making application to a second hospital when one had refused the patient.

The confusion is not made less by the fact that "mental hospitals" disappear and only "hospitals" remain. A hospital is defined as any hospital vested in the Ministry, any accommodation provided by a local authority and used for hospital and specialist services, and any state institution. It is clear, therefore, that, in future, mentally disordered persons can be detained against their will in a general hospital, or in a specialist hospital other than one treating mental disorder. It may well be that such a hospital could be required to receive patients for whom application for admission is made under the Mental Health Act, whether it liked it or not.

This point must be clarified before the Bill becomes law. Surely it cannot be the intention that any and every hospital should be required to receive mentally disordered persons. But, on the other hand, it is clear that some hospitals should be so required, otherwise the mental welfare officer's night-



## 'Local authorities may still do as they think fit'

mare will come true: he will find himself driving endlessly around with the patient nobody wants. And there are enough of these to make this a very real fear!

**Dr. X:** The fundamental answer to any unease is effective liaison between family doctors, psychiatrists, medical officers of health, and welfare officers.

The British Medical Association and the Royal Medico-psychological Society have given their blessing to the general trends of the Royal Commission's recommendations, and it follows that doctors are prepared to accept their responsibilities.

If hospitals have the power to refuse entry, this is a safeguard for the patient. It will prevent his being dumped into some kind of institution which may not have the facilities for treating his illness. When a doctor is asked to help a patient, it means something to him, and he is the best judge of whether he can help or not.

**Mr. Ryder:** The right of hospitals to refuse entry may make the work of mental welfare officers more difficult, but general hospitals today are not *compelled* to accept patients, though the need for treatment may be equally

urgent—and there is comparatively little trouble there. It would, I think, be wrong to assume that the doctors will make difficulties. It is, after all, a matter of good relationships between hospitals and local authorities.

### "Poor do" for welfare staff

**Mr. Westmoreland:** When we come to Part II of the Bill, dealing with local authority services, I think many people will be disappointed. Although the functions of local health authorities covering prevention of illness, and care and after-care of patients, have been widened in scope, they remain permissive in character.

This means that local health authorities may continue to take only such action as they think fit—and the past has shown how little some of them see the need for an extensive community health service. Adequate community care services for the mentally disordered are becoming as important—if they are not already so—as adequate hospital services, and it is daunting to those working in this field to find that the govern-

ment is not persuaded of this fact, and has not taken steps to ensure that local authorities *shall* provide them. This is a major departure from the Royal Commission's recommendations, which were in favour of enforcing extended local authority services.

The mental welfare officer has a poor deal from the Bill. He is loaded with responsibilities, but is given no rights and no status. He is defined merely as "an officer of a local health authority appointed to act as mental welfare officer." There are no requirements as to training, experience, or suitability for the work. Local health authorities will apparently still be free to appoint anyone, from ambulance attendants to heavyweight wrestlers, to do a job which, in the patient's interest, should be entrusted only to skilled and trained people. Considering the growing importance of community care, this is a "poor do."

**Mr. Ryder:** The Royal Commission divided responsibilities of hospitals and local authorities. It said that hospitals should deal only with patients who needed specialised medical treatment or continual nursing, including the helpless and severely sub-normal; all other patients, presumably,

## WHAT THE NEW BILL MEANS

THE Mental Health Bill was introduced in the House of Commons on December 17, 1958, and was given its second reading on January 26, 1959.

It repeals the Lunacy and Mental Treatment Acts, 1890-1930, and the Mental Deficiency Acts, 1913-1938, and proposes substantial changes on the lines recommended by the Royal Commission on the Law Relating to Mental Illness and Mental Deficiency, which reported its findings in May, 1957.

Briefly, the main provisions of the Bill are:

★ **One legal code** covers both mental illness and mental deficiency, instead of a separate code for each, as at present.

★ The present statutory limitation of treatment of "persons of unsound mind" in "designated" hospitals is removed; and hospital authorities will be able to arrange that any kind of hospital may receive any type of mental patient, whether informally or under detention.

★ **Mental Health Review Tribunals**—one for each of the 15 hospital regions in England and Wales—consisting of legal, medical, and other members, will consider applications from patients (and relatives) for their release from compulsory detention. They will hold power of discharge.

★ The maximum interval between renewal of authority to detain a patient in hospital or under guardianship is reduced from the present five years to three. The intervals are at one year, a further year, then two years, and subsequently every three years. The patient has the right, whenever the authority is renewed, to apply to the Tribunal.

★ The single term "mental disorder" is introduced to cover all forms of mental illness or disability. Provisions for compulsory detention recognise four groups of mentally disordered patients—mentally ill, severely sub-normal, sub-normal, and psychopathic.

★ **Compulsory powers of detention** will be exercisable only where no other appropriate methods of dealing with a patient are available. Apart from criminal court cases, no judicial order will be required. Improper detention is safeguarded by two procedures: two medical recom-

mendations will be needed in all cases (except in emergencies, where one will be sufficient for the first 72 hours); and patients will be able to apply to a Mental Health Review Tribunal at any time within six months after admission.

★ Mental hospitals are charged with reviewing existing patients' cases to see whether their mental disorder needs a different type of care.

★ Generally, the nearest relative of all patients admitted under the new procedures will hold the power of discharge (at present this does not apply in the case of mentally defective patients). This general rule will not, however, apply to those admitted from a penal institution or approved school or following court proceedings, nor where the power of discharge has been transferred to some other person by the county court. Powers of discharge are also given to the doctor responsible for the patient's treatment, in addition to the hospital managers as at present, and (in cases of guardianship or patients detained in private nursing homes) to the local authority.

★ **Psychopathic and sub-normal patients** may be compulsorily admitted under the age of 21, but over the age of 21 only after court conviction or transfer from prison (except that patients of any age may be detained for not more than 28 days' observation). These patients will not be liable to detention after the age of 25 unless they were originally admitted through the courts or transferred from prisons or approved schools or they are considered to be dangerous to themselves or others.

★ Patients who are detained may be given leave of absence from the hospital at the responsible doctor's discretion. The power to detain lapses after six months' leave of absence, unless

the patient is recalled to hospital or transferred to guardianship.

★ Mentally disordered patients of any age convicted in the courts may be detained in hospital for treatment or received into guardianship, if the hospital or guardian is willing and if the court considers this most suitable.

★ If a court of assize or quarter sessions considers it necessary for the protection of the public, it may order that a mentally disordered person convicted before it or (in the case of quarter sessions) committed from a magistrates' court, shall not be discharged without the Home Secretary's consent. While such a restriction is in force, patients will not have access to a Mental Health Review Tribunal, but the Home Secretary will be able to refer to the Tribunals for advice.

★ The **Board of Control** is wound up. Some of its functions will be carried out by the new review tribunals, others by the local authorities and the Minister of Health.

★ The three state hospitals—**Broadmoor, Rampton, and Moss Side**—will come under the direct management of the Minister of Health. They will not be incorporated into the National Health Service administrative system.

★ The powers of local authorities under the **National Health Service Act, 1946**, to provide community care for mentally disordered patients are extended so that the services now provided under the Mental Deficiency Acts can continue. Amendments are proposed to the National Assistance Act, 1948, and the Children's Act, 1948, to allow authorities greater freedom to organise services for mentally disordered persons within the framework of their general health, welfare, and child care services.

★ The procedures for children found to be unsuitable for education at schools are revised. Local authorities may compel parents to send children to a training centre, if they are satisfied that the children are not receiving adequate training. In addition to their right of appeal to the Minister of Education, parents are given a new right to apply to the local authority once a year for the decision to be reviewed.

should be cared for in the community by the local authority services.

This is sensible and reasonable. But all municipal hospitals and institutions for the mentally deficient were handed over to the national health service in 1948 and, since then, residential care has been provided by the hospital authorities.

The position now is that there are many patients, particularly in mental deficiency institutions who, according to the Commission's definition, should be cared for by the local health authorities—in London, about one-third of the 7,500 or so may come into this category. It will tax all the resources of the London county council to provide residential accommodation for the new cases with whom it will have to deal, let alone any of the existing patients whom the hospitals may now discharge. This will prevent us from doing what we think is the first priority—providing residential accommodation for patients who are suitable for rehabilitation for normal life in the community. How are we going to get additional sites and properties in London—especially after all the other welfare services have been settling themselves in since 1948?

**Dr. X:** The local authorities have a big problem. Only ten years ago, local authorities had much of their residential facilities taken away by mandate; and now they are asked to extend their services. They are asked, in fact, to do a job without the necessary tools.

### Government "passing the buck" ?

You get what you pay for in this world, and if Britain wants a better mental health service, it must provide for it. The other side of the problem is—what can the country afford? It is the responsibility of the government to decide what it can spend on the health services—but it is now trying to get around the problem by "asking" local authorities to provide additional services.

A review of all existing hospital cases will mean that the harmless but dependent patients, who can do with less care than a mental hospital provides, will be able to live in the community. If, in practice, there is an enormous waiting list for local authority residential care, some provision will need to be planned for them. There certainly will be such cases: in my hospital we have already had an extensive review since the Minister of Health accepted the Royal Commission's recommendation that some cases could be dealt with before legislation. From a total of 841 patients, 272 men and 261 women have been discharged from the provisions of the existing Act. At the moment they are living in the hospital as informal cases.

**Mr. Westmoreland:** A provision that may cause considerable excitement among some people is the power to be given to Courts of Assize and Quarter Session not only to order mentally disordered persons guilty of offences to be detained in hospital, but also to issue an order restricting their discharge. This completely inhibits all the provisions relating to duration and renewal of authority for detention and the right of appeal to the Mental Health Review Tribunal.

Another provision that will be disquieting to those working in the mental deficiency field is that concerning patients' leave of absence. It is provided that when a patient has been absent

on leave for six months and has not been recalled, the authority for detention will cease to be effective, and there will be no further power of recall. Many experienced mental welfare officers will feel that subnormal persons may need a longer period of rehabilitation under supervision before they can reasonably be expected to manage their own affairs.

**Dr. X:** This provision is a direct result of public opinion. Many patients lived for years outside a mental deficiency hospital with the shadow of being recalled hanging over them. There is provision for a patient to be referred to a local authority for care and guidance under guardianship at any time during his six months' leave or afterwards. Also, when a patient does not require specialised treatment under the provisions of this Bill, he may be referred to any of the other statutory welfare services.

### Minister as judge—and jury !

**Mr. Westmoreland:** Few will mourn the winding up of the Board of Control. But the result appears to be rather extraordinary. The Minister of Health will become responsible both for providing and managing the hospitals in which mentally disordered persons may be detained, and for inspecting their material standards and the position of those detained therein—surely a remarkable example of "the devil would both judge and jury be."

**Dr. X:** The evidence of the Ministry to the Royal Commission recommended the dissolution of the Board of Control which, since 1948, had been a department of the Ministry of Health. The Board has played an impressive part in developing a high standard of psychiatric care in the country in the past. Now the mental hospital has come of age. No one visits a general hospital to see if the surgeons are making a mess of their operations; and it is assumed that the people who run mental hospitals are capable of doing their job without supervision.

## 21 NALGO members in New Year Honours List

CONGRATULATIONS to the following members who have received honours in the New Year List:

### C.B.E.

**F. D. Arney**, general manager, Port of Bristol Authority.

**V. Lawrence, O.B.E.**, clerk, Monmouthshire county council.

### O.B.E.

**E. R. Ashill**, chief officer, Hampshire Fire Brigade.

**H. A. Clidero, M.C.**, town clerk, Bridgwater.

**H. W. L. Lawson**, valuation assessor, Ayrshire.

**P. W. MacLagan, M.C., M.D.**, medical officer of health, Berwick-on-Tweed.

**J. A. O'Keefe**, chief officer, public control department, Middlesex county council.

### M.B.E.

**A. E. M. Fenna**, lately fuel overseer, Hackney and Stoke Newington.

**Miss E. Garnett**, youth organiser, Nottingham.

**J. Graham**, chief public health inspector, Manchester.

**A. Morris**, civil defence officer, Monmouthshire.

**Miss M. B. Napier**, head of department for psychiatric social work, Dundee Royal Mental Hospital.

**E. G. Parsons**, senior clerk, Devon C.C.

**J. Penny**, local fuel overseer, Dundee.

**Miss M. M. Thomas**, assistant secretary to the Lord Mayor of Bristol.

**R. P. Thorne**, honorary treasurer, Cambridge savings committee.

**F. W. Walpole**, lately clerk, Godstone R.D.C.

**E. S. Wilson**, road safety officer, Slough.

### B.E.M.

**J. Donnelly**, assistant distribution superintendent, Carlisle sub-division, Northern Gas Board.

**W. B. Marley**, superintendent of distribution, Liverpool corporation water department.

### Fire Service Medal

**H. A. Edgerley, M.B.E.**, chief officer, Warrington Fire Brigade.

## early and late HOLIDAYS ?

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## MY BOOKSHELF

by LAURENCE WELSH

# What would happen to wages without the trade unions?

WE ALL KNOW the kind of non-member who maintains that trade unions do not really have any effect on pay levels. His doctrine is simple: if employers are short of staff, they offer better pay; if they have plenty, they cut it down. Such people are not likely to read Professor P. FORD's *The Economics of Collective Bargaining* (Blackwell, 10s. 6d.) but NALGO members would do well to do so and to pass its message on. Professor Ford is a cool and sometimes cutting critic. He sets out to ascertain "how far the wage structure differs from what it would have been in the absence of trade unions" and, even if he fails to show how that difference can be measured, he leaves his readers in no doubt that it is a considerable one.

As an economist, he deals in trends rather than in absolute terms; and he never forgets that, in considering one influence on wage levels, you must not forget others operating at the same time, either in the same direction or in others. If wages go up, employers tend to reduce their labour force; but higher wages may attract better staff, the employers may improve their organisation and technique, and production may rise sufficiently to counteract the first tendency. Thus, however important the effect of trade union pressure may be, it operates in so complex a fashion that it is seldom possible to define it precisely.

Where do public undertakings fit into the picture? Many of them do not need to show a profit, yet they behave as if they did because they are answerable to critical members of the public and are expected to follow the pattern of behaviour of other bosses. Hence the community of interest between all trade unionists in seeking to maintain the general level of pay, for the principle of "fair comparison" is constantly employed. And so it is that, even to public servants not directly implicated in the drive for profits, the never-ending dispute between masters and men for the biggest share of the product of industry has more than an academic interest. Though Professor Ford draws few black and white conclusions, he seems to show that the respective shares have no justification in reason or ethics, but just depend on objective conditions and on the bargaining strength of the two parties. The moral is obvious: make your union as strong as you can.

## Building procedures

IF YOU EVER suffer, as many local government officers do, from the complaints of councillors who expect the particular building in which they are interested to be constructed in a few weeks, commend them to the Royal Institute of Public Administration booklet *Building Contracts*

of *Local Authorities* (5s.). It sets out the plain sense of the matter very tidily: first decide what sort of building you want and for what purposes (the architect can help you to fit type to purpose); let him prepare his drawings and estimates; and after that don't interfere. If you alter your ideas as the building goes up delays and extra costs are inevitable.

In addition to these fundamental, if fairly obvious, considerations, the report contains interesting comments on interdepartmental relations. There is a discussion of the pre-payment audit of final accounts; financial officers are told not to interfere in technical matters; other professional officers, though they may properly expect to be left free of detailed supervision, are warned that they should "observe the best professional standards and . . . not object to demonstrating that they have done so." In all, this report, the work of a high-powered team with

SIR PARKER MORRIS, former town clerk of Westminster, at its head, embodies a well-informed study which should be widely read in town and county halls.

## Other books received

*The Directory of Opportunities for Qualified Men 1959.* (Cornmarket Press, 8s. 6d.)

*Government Administration in New Zealand*, by R. J. POLASCHEK. Oxford, 35s. This study of the N.Z. civil service will be valuable to students of comparative government. It is published by the N.Z. Institute of Public Administration.

*Statistics for the Social Sciences*, by T. G. CONNOLLY and W. SLUCKIN (Cleaver-Hume Press, 16s.), second edition, for students who need statistics up to degree level.

*Welfare Services in Herefordshire* (Gateway Publications, 5s.), covering both statutory and voluntary services in a lucid and comprehensive way.

*Bonganga*, by SYLVIA and PETER DUNCAN (Odams, 21s.): a true-life tale of devotion and heroism in wildest Africa—the life of a medical missionary who was once a clerk with Deptford borough council.

*Children Welcome! and Furnished Holiday Homes*, two invaluable guides to family holiday accommodation, published by Herald Advisory Service, 3 Teevan Road, Croydon, Surrey.

# UNESCO's 'window on the world'

ONE of the most important developments of our time has been the establishment and growth of the group of international institutions known as the United Nations and its specialised agencies.

Each of the agencies has its own special work to do. But all are striving, first and foremost, to safeguard peace and promote progress among the nations.

UNESCO, which was founded in London in 1946, seeks to fulfil that aim by promoting collaboration among the nations through education, science, and culture, "in order to further universal respect for justice, for the rule of law, and for the human rights and fundamental freedoms which are affirmed for the peoples of the world, without distinction of race, sex, language, or religion, by the Charter of the United Nations."

Among the many international non-governmental organisations which have consultative arrangements with UNESCO, and which help it in planning and carrying out its programme, is the International Union of Local Authorities, to which NALGO is affiliated. This co-operation has taken different forms, including the distribution of UNESCO publications through IULA channels and the participation of UNESCO delegations in IULA congresses. The Union has also undertaken two projects for UNESCO; a world-wide inquiry into local government and a study of the rôle of local authorities in adult education and sports.

But UNESCO's relations are not limited to governments and organisations. It needs, too, the co-operation of the people who make up the nations; and to help establish this link it publishes in Paris a monthly

illustrated magazine, *The Unesco Courier*.

*The Courier* has set itself this purpose: to serve as a window open on the world, presenting in both text and image informative and thought-provoking reports on events and problems of world significance in the arts, the sciences, and education. Its interesting and well-illustrated articles give a vivid picture of the endless diversity of peoples and countries.

Among the subjects covered in recent numbers were "Tribal Medicine," "The Conquest of the Desert," and "The Promise of Atom Power." Contributors have included Ritchie Calder, Aldous Huxley, and Bertrand Russell.

*The Unesco Courier* is a first-class professionally-produced magazine. Its subscription rate of 10s. for twelve issues includes a colour number.

UNESCO offers a free specimen copy to readers of *Public Service*. All members have to do to receive it direct from Paris is to fill in this coupon.

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# Pretty girls aid our recruitment drive

THE PRETTY GIRLS are beginning to arrive at NALGO headquarters. Short and tall, blonde and brunette, they are coming as photographs entered for the *Public Service* competition, announced last month, for the prettiest girl to join NALGO each month during 1959.

This competition is part of the *Public Service* drive to help the Association reach its new target of 300,000 members.

Details, with entry forms, have been sent to all branch secretaries. A prize of £2 2s. will be given to the girl recruit selected as

ANDERSON; MRS. STROTHER (wife of W. Strother, N.E.C., a former President); and the assistant editor of *Public Service*.

We are also offering a prize of £2 2s. to the branch attaining the highest percentage of new members.

The last date for entries based on recruitment in January is also March 2, and the results of the first three competitions will be announced in the April journal.

At the end of the year, there will be a prize of £25 for the branch showing the highest percentage membership increase during the whole year.

## Must we be square?

ONE branch has criticised these competitions because they "can do nothing but bring ridicule and discredit to the Association."

But must a trade union always be solemn? Is it true, as Manchester's *Guild Journal* suggested last month, that "NALGO can only be described as cubic—that is, square however you look at it?"

We prefer to believe that even trade unionism can be fun sometimes. Help us to prove it—to show that NALGO, like the merry world, is round.

the prettiest in any month—with a special additional prize for the prettiest enrolled during the year as a whole.

Similar prizes are offered for the best-looking man to be recruited each month. So far, the men seem to be shyer than the girls—none had had the courage to enter up to the time we went to press.

But there is still time. Entries for the January competition will be accepted up to March 2 and for the February one up to March 30.

Two panels have been chosen to pick the winners. They are:

For the girls: A. E. NORTROP (President of NALGO); L. G. LAMBE (chairman of the N.E.C. public relations committee); W. C. ANDERSON (general secretary); and the editor of *Public Service*.

For the men: MRS. NORTROP, MRS.



## What branch magazines are saying

### Clean food!

THE public health inspector was horrified to see the girl in the bread shop lick her fingertips before handling a customer's loaf. He gave her a stern lecture on the importance of food hygiene and was gratified by the warm support he received from the customer.

As they left the shop and paused by the customer's bicycle, the latter confessed that this habit of the bread shop assistant had always disgusted him, but he had never dared to protest.

"If it wasn't for conscientious blokes like you going round," he declared, "some of these shops would have no standards of decency and cleanliness at all."

The public health inspector was filled with pride. "All part of the local government service," he said. "And very much appreciated, too," said the customer. Then he pulled the tissue off the bread, blew his nose on it and tossed it to the pavement, stuffed the loaf into his dirty saddle-bag on top of an oily rag . . . and pedalled away.—THE WHEEL, Wallasey.

### Definition

WHITLEYISM, like marriage, is a system of give and take—a partnership in which both parties prefer reasonable compromise to Shylockism or domination by either side.—A. G. W. in NALGO JOURNAL, Wiltshire.

### Make it work

The machinery of NALGO was constructed by very keen and dedicated local government officers, who struggled and endeavoured to produce the standards which we now enjoy. Conditions are for ever changing and, like the combine harvester, must be adapted to meet new fields. This delicate machinery, which stretches out to a quarter of a million members, has a small counterpart in each branch. Are we just oiling that machinery, are we just sitting by it, glad to have it, but just looking after it? Machinery is built to do the work, to save time, to bring a correct answer every time. It is no use whatsoever to have all the data on NALGO, and not to do anything about it. Some members would be quite pleased to pay their subscriptions every month to NALGO, have the prescribed number of meetings, plus the A.G.M. every year, and then leave it at that. In other words, just oil the works and

## DESIGN A NALGO POSTER!

This month, we offer prizes totalling £5 5s. (to be divided at the editor's discretion) for the best ideas for a recruiting poster likely to persuade non-members to join NALGO.

Posters should be eye-catching, persuasive, and suitable for display on branch notice-boards.

They can be pictorial, or letterpress, or both. Inability to draw is no barrier. Whilst we shall welcome finished posters, good suggestions capable of being drawn by a professional artist will stand an equal chance of a prize.

Entries, giving the entrant's name, home address, and branch, must reach the editor, *Public Service*, 1 York Gate, Regent's Park, London, N.W.1, by Monday, March 16.

have the machine standing there idle. By educating all members (and especially new ones) keeping them informed about every aspect, keeping them up to date, and producing results efficiently and quickly . . . then, and only then, will NALGO begin to grow strong.—THE BUZZ, Fleetwood and district.

### What can it be?

Hard and cold, ruthless yet clear,  
The demanding call sounds on the restless air.  
They stop, listening breathlessly:  
Eyes startled, afraid, peer anxiously  
Towards the source of that awful sound,  
The summons from which there is no escape.  
They stare at each other, they look away,  
Their thoughts in a tumult, in their hearts a prayer.

As one reaches forward a trembling hand  
To quell that long imperative call, she heaves  
A sigh of sorrow and despair, of impending doom.

Can it be . . . ? It is! "Old—" wants a typist again!—"C" in NALGO NEWS, Norfolk.

### Other people's jobs

The . . . Assurance Co. Ltd., has vacancies for boys leaving school and men not exceeding 25 years of age. Candidates should possess a General School Certificate or a General Certificate of Education, with passes at "Ordinary" level in five subjects, including English and mathematics. Scale of remuneration rising to £1,025 per annum at age 38, with very good prospects of earlier promotion. Hours: 9.10 a.m. to 4.50 p.m.—5-day week.

Young ladies of good appearance who are attempting G.C.E. in at least English or mathematics are invited to apply for junior positions with a city Insurance Company. Commencing salary £305 p.a. at age 16; free luncheon vouchers and five-day week.

Bank with vacancies in Manchester and other areas invites young men of character and ability to apply for appointment to its staff: the appointments offer a progressive career with pension scheme. Salary scale: 16/17, £265 p.a.; £350 at 20; £640 at 26; and £840 at 31, with scope for additional merit increases. Applicants should be under 25 and should hold the School Certificate or an equivalent General Certificate of Education.—THE GUILD JOURNAL, Manchester.

# Let us make NALGO a trade union plus

The declaration of political independence implied in the recent majority vote against affiliation to the Trades Union Congress puts NALGO in an ideal position to study and pronounce upon matters of national importance, suggests "A.W.S." in this short but constructive and thought-provoking article.

WHAT is the real lesson to be learned from NALGO members' recent decisive vote against affiliation to the T.U.C.?

It is that, from now on, NALGO must be more than just a trade union.

Haggling over salaries—important as these are—is not enough. National negotiations have, in any case, taken the bite out of branch life, and have made the old type of branch obsolete.

Our next objective should be to make a new and original impact on politics. And the fact that we have, as an Association, demonstrated our political independence gives us an immense opportunity here.

There is in NALGO a wonderful diversity of professional and technical knowledge. Yet the Conference agenda and debates are little less than scandalous, reflecting only too plainly the lack of thought and study which sponsoring branches give to their notices of motion.

It should be the duty of the National

Executive Council to canalise the expert knowledge within the Association, for the education of public opinion and the guidance of the government. It should send to branches, once a year, a list of selected subjects of national importance for discussion. These should be referred, in the first instance, to branch study groups, which would examine the subject in detail, and refer their recommendations to their respective district committees, who would frame resolutions and recommendations for Conference.

What sort of subjects should branches study? Here are a few suggestions:

The struggle for superannuation for local government officers is part of the NALGO story. Now, when preparations are being made to develop a national superannuation scheme, NALGO should examine and pronounce upon the proposals of the rival political parties and, if necessary, prepare a national pensions scheme of its own.

Sooner or later, road, rail, and air transport

will be integrated. Transport members should be at work now on a transport policy.

The difference between English and Scots law should be examined, and recommendations made for embodying the best features of both into one national legal system.

Gas and electricity members may well have a common employer one day. If they want to share in moulding their own future, they should form joint study groups now to consider a NALGO fuel and power policy.

A NALGO policy on local government finance is long overdue. The useful articles which have appeared in *Public Service* from time to time could be printed in pamphlet form to provide a basis for study and ultimate formulation of policy.

## Danger of sectional growth

Finally, we should pay more attention to the sectional and professional societies associated with NALGO, and allot them seats on the district committees. In these days of national salary scales, members in similar occupations will tend more and more to get together in groups. NALGO would therefore be wise to offer the sectional and professional societies branch status, or its equal. Joint consultative committees are useless. The present policy—or lack of it—is encouraging the growth of what may eventually become rival associations, and members who are now paying subscriptions to NALGO and to their professional society may not be prepared to do so indefinitely.

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P.S.2/59



# Buying supplies for hospitals is a specialised job

—but is a supplies officer really necessary?

FOR FOUR YEARS, hospital officers have been awaiting with interest the findings of the Committee on Hospital Supplies which, under the chairmanship of Sir Frederick Messer, has been investigating the organisation, methods, and administration of hospital supplies procedure.

The Committee issued an interim report in 1956, and published its final Report last month. This is a comprehensive document, reflecting the detailed inquiries made by the Committee by means of visits, questionnaires, and receiving evidence. Its recommendations cover all aspects of hospital supplies, and the Minister of Health has commended them to hospital authorities for consideration.

Meanwhile, the Joint Committee of Hospital Supplies Officers of the Metropolitan Hospital Regions, which represents some 70 per cent of all hospital supplies officers, and was among the bodies invited to give evidence to the Committee, has reviewed the Report. This article summarises some of the main points from the Report and the relevant comments of the Joint Committee.

The Report starts with some general statements which serve to underline the Committee's view that, whilst the supplies organisation in the hospital service should not be parochial in outlook, it must be adapted to meet the local needs and resources of the hospital or hospitals it serves. Its efficiency must be tested in terms of cost and quality of service.

## Control and consultation

The organisation need not be limited by hospital groups, says the Report. But, whatever the source of supply, form of organisation, and method of buying, the hospital group which pays the bill must retain the right to control what is being done on its behalf, and should take full responsibility within its delegated authority for the actions of its agents. This responsibility should rest with the chief administrative officer of the group, who should consult with senior officers in the various departments concerned.

The Report examines buying methods, including central contracting by the Ministry, joint contracting by two or more hospital groups, group buying, and individual hospital buying. In the main, the Ministry's arrangements have been shown to be working satisfactorily in the field of "special" supplies—such as drugs and exceptional equipment—and where there is direct negotiation between the Minister and suppliers for such items as X-ray and blood transfusion equipment. But large-scale bulk buying by a central supply organisation under Ministry control is not recommended.

The Committee sees most scope for development in joint contracting, and thinks this will probably become the principal method of buying in the future. Its interim report suggested that hospital authorities should review their buying methods, and the Committee now expresses gratification at the response made by hospital authorities and the wide variety of supplies now bought by the joint contracting method.

Intelligent buying, the Report continues, demands that there should not be rigid adherence to a single source of supply; that smaller suppliers are often able to meet customers' needs with greater speed and efficiency; and that the quality of the service provided by the supplier should be taken into account, together with price and quality of the goods available, when awarding contracts. It recognises that there will always be some items which are better bought by an individual hospital or group, but it thinks that group buying and joint contracting should be the general practice.

## "This is normal practice"

The Joint Committee of Supplies Officers regards the procedures laid down in the Report as "normal accepted practice in any efficient hospital supplies organisation functioning under the day-to-day control of an experienced supplies officer." But, since the essence of joint contracting is to make the quantities to be purchased big enough to attract the manufacturer or importer, it doubts whether the small supplier could be given the opportunity of tendering.

The Report next discusses the question of administration, reviewing each stage of the supply process—from the original assessment of need to storage and issue—and explaining the extent to which the supplies officer or specialist head of a department is brought into the process at each stage. The committee concludes that, although departmental heads have "a part to play in offering specialised knowledge or advice," buying should not devolve "solely" upon them.

The work of the supplies officer is seen as "essentially administrative." He is "a member of a team, but with special responsibility to co-ordinate the . . . requirements of departmental heads, to ensure that . . . there is no extravagance in quantity or quality and that the fullest use is made of standardisation, and to give the benefit of any experience he may have gained as regards possible sources of supply." He should have special experience and training "in the techniques of buying in the public service, tendering and contract procedure, and the general procedures required in connection with delivery, storage,

and issue of supplies." But his function does not amount to "responsibility for buying."

The Committee considers that the appointment of a supplies officer is "entirely a matter for decision by the hospital authorities concerned," but thinks that the case for appointing one is "considerably strengthened" in large general groups, and in groups taking an active part in joint supply arrangements.

## Whose ultimate responsibility?

The Joint Committee of Supplies Officers fully endorses the view that buying is a joint responsibility of the supplies officer and departmental head. Indeed, it finds it difficult to imagine a situation in which an experienced and qualified supplies administrator would act without ensuring that the type and quality of supplies ordered were what the responsible departmental head required. But it is less happy about the Report's statement that a supplies officer's function does not amount to "responsibility for buying."

"It has already been agreed," the Joint Committee points out, "that the supplies officer must always consult the user departments—but this in no way absolves him from the ultimate responsibility of the buyer."

The supplies officers agree with Sir Basil Gibson, a member of the review Committee, who, in a minority report, regards the statement as appearing to "denigrate the status of a supplies officer."

Commenting on the Committee's views on the appointment of supplies officers, they stress that it is often difficult, in practice, for a group without a supplies officer even to participate in a joint contract arranged by another group, because it is only by liaison between supplies officers that standards can be agreed; and that the groups which benefit most from joint contracting are the smaller ones.

Supplies officers, they add, have always appreciated that the ultimate responsibility for all aspects of hospital administration rests with the chief administrative officer. But in all mental hospitals, and even in the smaller groups, the chief officer would be overburdened unless someone with the necessary knowledge and experience accepted administrative responsibility for the supplies function.

"It is sincerely hoped," they stress, "that the practice of delegating supply duties to an administrative assistant will cease."

## "Better career opportunities"

The Committee on Hospital Supplies recommends that supplies work should not necessarily be regarded as leading to a separate career distinct from hospital administration. It was "favourably impressed" by many of the supplies officers it saw, and would like to see them and their assistants given "better opportunities for progression in the career of hospital administration as a whole."

For its part, the Joint Committee of Supplies Officers sees the Report as the product of an exhaustive inquiry which should help hospital authorities to realise the wide scope, variety of functions, and financial importance of supplies arrangements.

# National panel set up to give guidance on A. & C. appeals

AT ITS MEETING on January 3, the national service conditions sub-committee set up a special panel to give guidance where required to NALGO's district staff in conducting appeals (by members in general grades D and F in particular) against the grading of their posts in the new salary structure. The Whitley Council has agreed that their grading should be based on the duties of their present posts in relation to the agreed definitions of the new grades, but it is expected that a large number of officers will not be satisfied with the grading laid down by their regional board, which may have been decided on a basis different from that laid down by the Whitley Council. The sub-committee therefore thought that district staff—who will, of course, take appeals on behalf of NALGO members only—would welcome some guidance from a national source, which would have the advantage of knowing the position throughout the country.

The panel's first task will be to review information from the districts about the grading of these posts, and to draw up a set of principles to ensure a uniform approach to appeals. The members of the panel are Messrs. Lewis Bevan, N.E.C., chairman of the national sub-committee; A. Anderton, west midlands district, vice-chairman; A. Allen, metropolitan district; I. R. Buckley, south western district; R. Morgan, south eastern district; H. Winter, N.E.C., north western district; Geoffrey Drain, deputy general secretary; Ben Smith, national organising officer for health staffs; and Philip Rowley, assistant organising officer.

## "Keep salaries in line"

The sub-committee also considered the present salary scales for A. & C. general grades in the light of recent increases and current claims for increases in the salaries paid in other comparable fields of employment. It decided that every effort should be made to keep health service salaries in line with those paid elsewhere, and that the staff side of the A. & C. Staffs Council should therefore be asked to seek an appropriate adjustment to the scales, on grounds of fair comparison, as soon as settlements had been reached in other fields, including local government.

## Insurance for all staff

The sub-committee decided that NALGO should ask the Ministry of Health to authorise employing authorities to take out insurance policies to cover staff who may suffer personal injuries or loss in the course of their duty. It is known that individual hospitals which have sought guidance from the Minister on how such cases would be treated have been assured that he would "not be ungenerous," but the sub-committee considered this piecemeal approach to the matter to be unsatisfactory: as one district spokesman said, "We want an umbrella in the service to cover staffs generally." Should the Minister refuse the Association's request, NALGO members on the staff side will take up the matter in the General Council.

## Pharmaceutical Whitley Council

The salaries of hospital pharmacists are to be increased by 4 per cent, rounded off to the nearest £5, as from November 1, 1958. Assimilation to the new scales is on the "corresponding points" basis.

## Nurses and Midwives Council

**Uniform allowances:** The revised allowances payable to matrons and chief male nurses for uniforms, details of which were published in the November *Public Service*, have been published in N.M.C. Circular No. 76, copies of which have been sent to branches.

**Training allowances:** The management side has agreed that the training allowances of pupil midwives should be increased to £394 for S.R.N. or R.S.C.N. (in Scotland, R.G.N., R.S.C.N. or R.F.N.), £368 for S.E.A.N., first period, and £378 for S.E.A.N., second period. The management side has not agreed to increase the allowance for pupil midwives who are not nurses.

**New salary scale:** The management side has agreed to the introduction of a new salary scale for assistant matrons of maternity hospitals (training) of 100 beds—£679 x £21 (6) x £5—£810.

## A. & C. Staffs' Council

**Executive councils' staff, etc.:** Three new grades above the higher clerical grade are proposed in the report of the special investigation committee which has been considering the grading needs of general grade officers in executive councils, dental estimates boards, joint pricing committees and the Drug Accounts Committee. The report, which was accepted by the administrative and clerical staffs' Whitley Council on January 14, gives the grades and their definitions as follows:

**Executive officer I:** (£750 x £30—£900) "Officers responsible for the work and supervision of staff in the higher clerical grade, or themselves engaged in duties requiring the exercise of initiative and resource to a greater degree than required for the higher clerical grade, but less than that required in the executive officer II grade."

**Executive officer II:** (£845 x £35—£950 x £40—£1,070) "Officers carrying substantial responsibilities in control of staff, or with administrative responsibility for a block or section of work, and capable of independent judgment and decision in matters not within the scope of defined instructions or procedures, and able to take decisions on matters related to the special field of responsibility, where necessary and appropriate."

**Senior administrative officer:** (£1,000 x £40—£1,240) "Officers carrying substantial responsibility in matters of organisation and control, or engaged in duties carrying a substantial degree of responsibility in major matters of administration, including taking decisions independently on such matters, as necessary and appropriate."

The Whitley Council has agreed assimilation scales, based on the principle of the Industrial Court award for general grades in the hospital

## Public Service

service, and the following are NALGO's figures:—

### Grade D to executive officer I

Present salary	Salary as at 1.7.58	Salary as at 1.7.59	Salary as at 1.7.60
£	£	£	£
556	641	725	810
576	654	732	810
596	667	739	810
617	681	746	810
638	695	753	810
659	709	760	810

### Grade E to executive officer I

Present salary	Salary as at 1.7.58	Salary as at 1.7.59	Salary as at 1.7.60
£	£	£	£
623	685	748	810
644	709	775	840
665	733	802	870
687	758	829	900
709	773	836	900
731	787	844	900
753	802	851	900

### Grade E to executive officer II

Present salary	Salary as at 1.7.58	Salary as at 1.7.59	Salary as at 1.7.60
£	£	£	£
623	720	818	915
644	746	848	950
665	773	882	990
687	801	916	1,030
709	829	950	1,070
731	844	957	1,070
753	859	964	1,070

### Grade F to executive officer II

Present salary	Salary as at 1.7.58	Salary as at 1.7.59	Salary as at 1.7.60
£	£	£	£
893	767	841	915
920	797	873	950
947	828	900	990
974	859	945	1,030
1,001	891	980	1,070
1,028	909	999	1,070
1,055	931	1,001	1,070

Where grade F or G go to senior administrative, assimilation would be as in A.C. Circular 67.

There are certain differences between assimilation in this case and assimilation for the grades and scales agreed for the hospital service, because, as recommended by Sir Noel Hall, the grades and scales of the two types of officers are different. It is expected that, apart from exceptional cases, grade D officers will go to executive officer I scale, and grades E and F to executive officer II, but the tables shown above (whose figures are unofficial) give all assimilation possibilities.

Officers of the staff and management sides are now working out the detailed agreement covering the new terms, and official information will be published as soon as possible.

**Special grades:** The A. & C. Whitley Council has agreed that the salaries of special grades shall be increased by 4 per cent from November 1, 1958—without prejudice to any proposals for a revaluation of salaries which the staff side may wish to put forward. Store-keeper clerks have been omitted from this agreement, but the A. & C. negotiating committee is to consider a proposal that the salaries of this special grade shall be revised in keeping with the scales for the new clerical and higher clerical grades in the hospital service.

**Designated grades:** The staff side has proposed that designated officers who have had no increase since January 1, 1957 (those whose salaries were below £1,200) should receive an interim increase, pending negotiations on salaries for designated grades. The management side has expressed sympathy with this proposal, and discussions have started in the joint negotiating committee.

## Professional and Technical "A"

**Part-time chiropodists:** P. & T. Whitley Council "A" has agreed sessional fees for part-time chiropodists employed in England, Wales and Scotland by regional hospital boards, hospital management committees, boards of manage-



ment, boards of governors, and local health authorities to operate with effect from August 1, 1958.

The new fees are for part-time chiropodists employed for a total of not more than six three-hour sessions a week, and are as follows: **Chiropodists with less than three years' experience** since qualification—£1 10s. 0d. (single session), £2 8s. 0d. (two sessions in one day); with **not less than three years' experience** since qualification—£1 17s. 6d. (single), £3 2s. 6d. (two).

**Student teacher** (responsible for clinical supervision, but not tutorials and lectures) **unqualified**—£1 10s. 0d. (single), £2 8s. 0d. (two); **qualified**—£1 17s. 6d. (single), £3 2s. 6d. (two).

**Teacher:** (holding the qualification required for an assistant teacher, and who undertakes clinical supervision, tutorials and lectures)—£2 2s. 0d. (single), £3 10s. 0d. (two).

(The reduced fees for two sessions in one day do not apply where the two sessions are worked in different centres.)

Where a part-time chiropodist is employed for a total of more than six three-hour sessions a week, he will receive a payment *pro rata* to the salary scale of full-time chiropodists of the same grade.

The Whitley Council is considering the position where a number of part-time chiropodists are employed simultaneously in a department; in the meantime, these staff will receive the fees given above.

Chiropodists in post who are receiving a higher rate of pay per session than this agreement provides for may retain it as long as they remain in their present posts, and provided the number of sessions at the protected rate is limited to those undertaken at April 16, 1953.

**London weighting:** The Council has reached agreement on the payment of London weighting to certain part-time staff employed by hospital and local health authorities and by local education authorities. They are: **part-time almoners, occupational therapists, orthoptists, physiotherapists, psychiatric social workers, remedial gymnasts, speech therapists and therapeutic dieticians**, who are employed for not more than four sessions per week, and **part-time radiographers** employed for not more

than six half days or three whole days per week, in the Metropolitan Police Area or City of London.

The following weighting should be added to the appropriate sessional rates as from January 8, 1959; **up to and including age 25**—8d. per session or half day; **26 and over**—1s. per session or half day. (Whole-day rates are double these amounts.)

Part-time staff who have previously chosen to retain non-Whitley rates and conditions have the option of coming under the Whitley agreements. Those who prefer to remain outside will not receive the London weighting.

**Cost-of-living claim:** The staff side has claimed a **cost-of-living increase** in the salaries of **biochemists and physicists**, without prejudice to any later revaluation claim.

### Professional and Technical "B"

**Supervisors and assistants in schools in mental deficiency hospitals:** P.T.B. Circular 93, setting out revised salaries and condition for these staffs has been published and sent to employing authorities. Details of the new scales, which apply from November 1, 1958, were published in the December *Public Service*, and copies of the official circular have been sent to branches.

**Committee "F" staffs:** The Council has agreed that the salaries of **regional hospital boards' works organisation professional and technical staffs** on salaries up to £1,235 shall be increased by 4 per cent, rounded off to the nearest £5, as from November 1, 1958. These officers' salaries have remained unchanged since January 1, 1957, and the agreement is without prejudice to the staff side's claim that the salaries of all Committee "F" staffs should be reviewed in the light of the revision in the

salaries of A. & C. staffs at July 1, 1958.

A special sub-committee has been appointed to consider the salaries and gradings of these staffs compared with those in other fields of employment, and particularly with those of health service staffs with similar responsibilities. The sub-committee will start its work immediately, and make its recommendations to the Whitley Council as a basis for negotiations.

New scales for **hospital engineers**, based on a general 4 per cent increase, have been agreed with effect from November 1, 1958. The new scales, which apply to **superintendent engineers, senior engineers, engineers-in-charge, and assistant engineers**, are set out in Headquarters circular HS/548, sent to branches on January 2, 1959.

The scales have been accepted by the staff side without prejudice to the claim for a revaluation of all engineers' salaries. The information from questionnaires circulated to superintendent engineers in December is now being analysed, and will be used when the claim is put forward at the meeting of the Joint Council on January 30.

A claim has been submitted for a cost-of-living increase in the salaries of **cardiological technicians and E.E.G. recordists**. The staff side is now considering possible claims for a revaluation of the salary scale of these officers, and of **medical photographers**.

A claim for revised salary scales for **dark-room technicians** has been rejected by the management side. The staff side has asked for an early meeting to discuss the claim more fully.

The hourly rate for part-time **assistants in dispensing** who work less than 18 hours per week, and for full-time assistants in dispensing required to attend clinics, has been increased by 6d. to 5s. 6d.

## Only unions can get results for professional staffs

MY NOTES on negotiations for professional and technical staff, published in the December issue of *Public Service*, seem to have created a good deal of interest amongst members of the professional bodies covering P. & T. Council "A" staffs. A number of NALGO members helpfully passed on their copies of the journal to almoners, radiographers, and other P. & T. "A" workers in their hospitals, with interesting results.

A few of the staff concerned have written to me to say that they have joined NALGO, and are trying to persuade their colleagues to do the same. They agree that organisation in a professional trade union is the only effective means by which the present unsatisfactory salary levels can be substantially improved.

### P.S.W.'s overwhelming support

The majority of those who read the December notes, however, appear to want some recommendation from their professional body before they come into NALGO's ranks. Some have written to me to ask why NALGO does not make arrangements with all professional bodies similar to those which it has with the Association of Psychiatric Social Workers. But the fact is that the A.P.S.W., after getting all the information it needed about NALGO's negotiating work, itself recommended its members to join NALGO because it was satisfied

that psychiatric social workers would benefit. The overwhelming support given to the recommendation has been more than justified by subsequent Whitley results.

NALGO is not wooing the professional bodies. Our desire is that their members shall understand the reality of Whitleyism, and choose trade union membership as the sure means of getting satisfactory results from negotiations in the Whitley Council. Professional bodies have not the experience nor the understanding of Whitleyism and arbitration necessary to negotiate—and secure—the conditions of service which their members in the health service should have. There is prejudice against trade unionism, and this will not be removed immediately, but the more the medical auxiliary staffs know about NALGO's achievements, the greater is their hope for better conditions.

A few representatives of the professional bodies try to suggest that trade unionism is inimical to the admirable aspirations of the professional societies. This is a mischievous idea which has no foundation. NALGO, in particular, has consistently sought to ensure proper recognition of professional status and standards, and it has striven to secure adequate salaries for professional work. When P. & T. "A" staffs realise this, mutual understanding between the trade unions and professional societies will be assured.



"Only three mistakes—we're improving. Now try the second word."

# SERVICE CONDITIONS REVIEW

Service conditions developments in all services are summarised below. Members will find details of those in their own service on preceding pages.

## LOCAL GOVERNMENT

A CLAIM for salary increases, ranging from seven to nine per cent for administrative, professional, clerical, miscellaneous and transport staffs in local authorities in England and Wales was considered by the National Joint Council on January 21. The employers are to consult with their provincial representatives, and hope to discuss the claims at a meeting of the Council's executive committee on March 18.

The claim seeks to abolish the general division; to increase the higher general division to aid recruitment of junior staff; and to increase clerical and APT scales to restore some of the differentials for posts of higher responsibility.

The scales claimed are:

**Higher general division:** £245-£600 (with an extra £30 increment in recognition of long service, merit, or ability for unpromoted officers. (The extended higher general division scales would also be appropriately revised.)

**Clerical division:** I £600-£690; II £690-£780; III £780-£885.

**A.P.T. division:** I £630-£780; II £780-£920; III £920-£1,120; IV £1,120-£1,270; V £1,270-£1,450.

**Miscellaneous:** I £440-£480; II £480-£540; III £540-£600; IV £600-£675; V £675-£750; VI £750-£825.

**Transport—Inspectorate:** I £610-£630; II £660-£680; III £685-£705; IV £705-£730; V £730-£755. **Foremen:** I £540-£560; II £580-£600; III £620-£640; IV £675-£695; V £705-£730; VI £740-£765.

The N.J.C. also agreed to:

increase the grading of chartered librarians holding posts in charge of branch or district libraries, or of a department, and supervising six whole-time officers, from APT I (£575-£725) to II (£725-£785) from April 1, 1959;

grade youth employment officers on APT I for a school-leaving population of under 750, and APT II or higher for 750 and over, from April 1, 1959. (The population limit was formerly 900.)

allow the £40 industrial plusage to be paid to public health inspectors in Aldridge, Elland, and Sowerby Bridge urban district councils, and to extend payment of the special additional plusage to Manchester public health inspectors in post on October 1, 1958, until November 30, 1959.

## HEALTH

THE administrative and clerical staffs' Whitley Council has accepted a recommendation of the special investigating committee that there should be three new grades above higher clerical for general grade officers in executive councils, dental estimates boards, joint pricing committees and the Drug Accounts Committee. They are executive officer I (£750 x 30-900); executive officer II (£845 x 35-950 x 40-1,070); and senior administrative officer (£1,000 x 40-1,240). Grade D officers will normally go to the E.O. I scale, grades E and F. to E.O. II, and G to senior administrative.

The salaries of all special grades in the A. & C. Council (except store-keeper clerks, whose salaries it is proposed should be revised in keeping with the scales for the new clerical and higher clerical grades) will be increased by four per cent from November 1, 1958.

Professional and Technical Council "A" have agreed new sessional fees for part-time chiro-

podists employed by hospital and local health authorities.

London weighting is to be paid to the following part-time staff employed by hospital, local health, and local education authorities: almoners, occupational therapists, orthoptists, physiotherapists, psychiatric social workers, remedial gymnasts, speech therapists, and therapeutic dieticians, who are employed for not more than four sessions per week, and to radiographers employed for not more than six half days or three whole days per week.

The salaries of regional hospital board works organisation professional and technical staffs earning up to £1,235 a year have been increased by four per cent from November 1, 1958.

New scales for hospital engineers, based on a general four per cent increase, take effect from November 1, 1958.

The Pharmaceutical Whitley Council has agreed to increase the salaries of hospital pharmacists by four per cent.

The Nurses and Midwives Council has agreed that the training allowances for pupil midwives should be increased to £394 for S.R.N. or R.S.C.N., £368 for S.E.A.N. first period, and £378 for S.E.A.N. second period.

The new salary scale for assistant matrons of maternity hospitals (training) of 100 beds and over is £679 x 21(6) x 5—£810.

## ELECTRICITY

The national service conditions sub-committee (electricity) has set up a small sub-committee to consider the district suggestions

that are to be borne in mind during the proposed review of the electricity supply (staff) superannuation scheme.

A review of the managerial grades salary agreement is being made by the associations (including NALGO) represented on the National Joint Managerial and Higher Executive Grades Committee.

## GAS

The Gas Council's proposals for new compensation provisions will be considered by the National Joint Council on February 25.

## TAX RELIEF FOR SUBSCRIPTIONS

MEMBERS of certain learned and professional societies are eligible for tax relief under section 16 of the Finance Act, 1958, in respect of the subscriptions they pay.

No list of approved societies is to be published, but societies given approval have been asked to tell their members eligible for such tax deduction to get in touch with their own tax districts.

## NALGO TO SEEK PENSION INCREASE

DESPITE the unfavourable attitude of the government towards a further increase in public service pensions at present—twice recently government spokesmen in Parliament have said that there is no case yet for fresh legislation—NALGO is to seek an increase. It will do so mainly on the grounds that the cost of living index has risen by ten points since the last Pensions (Increase) Act was passed in 1956. As on past occasions, NALGO will act independently and through the Trades Union Congress local government advisory committee.

# YOUR PAY—and other people's

## PAY AGREEMENTS

Employees concerned	Percentage increase	Operative date	Date of previous increase
<b>Covered by NALGO</b>			
National Health Service: Various technical and professional staff	4%	Nov. 1 1958	Various
Hospital engineers	4%	Nov. 1 1958 or Oct. 1 1957	July 1, 1957
A & C—special grades	4%	Various	
<b>Local govt. (Scotland):</b>			
Sanitary inspectors	Up to 8%	Nov. 16 1958	Dec. 1, 1957
Inspectors of weights and measures	Up to 5½%	Nov. 16 1958	Dec. 1, 1957
† Milk officers	Approx. 10%	Nov. 16 1958	Dec. 1, 1957
Company transport (Scotland):	3s.—10s. a week	Dec. 1 1958	Sept. 1, 1957
* Metropolitan Water Board: Chief officers	Approx. 6%(A)	July 1, 1957	Oct. 1, 1954
Deputy chief officers	Approx. 6%(A)	July 1, 1957	July 1, 1955
<b>Not covered by NALGO</b>			
Teachers	5%	Jan. 1, 1959	Oct. 1, 1956
* Staff covered by Soubury scales	5%	Jan. 1, 1959	Oct. 1, 1956
Civil Service (up to £2,050)	3½%	Dec. 1, 1958	July 1, 1957

## RECENT PAY CLAIMS

Employees concerned	Claim	Date of previous increase
<b>Covered by NALGO</b>		
Local government staff	7—9%	Sept. 1, 1957
New towns staff	General increase	April 1, 1958
National Health Service Nurses	5% cost of living	July 1, 1957
<b>Not covered by NALGO</b>		
Civil Service—clerical officers	Revised scales following report of Pay Research Unit, going to arbitration.	July 1, 1957
London Transport Country busmen	2s. per week to overtake recent 7s. increase to employees of private and municipal undertakings.	July 2, 1958
Electricity manual workers	Consolidation of 2½d. per hour "productivity allowance" into basic wage and additional 2d. per hour (Boards refused to make an offer).	March 1, 1957

Notes: (A) denotes settled at arbitration; † means that agreement has been reached by a negotiating committee, but is subject to approval by a government department; \* means that, although NALGO has members among the staffs concerned, it is not on the negotiating body.



# Readers' Forum

## APPOINTMENT AND PROMOTION

### Policy "due for overhaul"

THE RECENT discussion in *Public Service* of the appointment of ex-regular members of the Forces to local government posts spotlights a weakness in NALGO's policy on appointment and promotion of officers.

The conditions safeguarding the fairness and impartiality of the manner in which senior officers are appointed have long been due for overhaul. Oh! I know that vacancies must be advertised and that selection is made by a democratically elected committee of councillors. But let us take our tongues out of our cheeks and be honest about it. We old hands

LETTERS for the March journal should reach the editor, 1 York Gate, Regents Park, N.W.1, by Friday, February 20. Names and addresses, not necessarily for publication, must be given as a sign of good faith.

know a little about how short lists are selected. And the chief—dare I say member?—who will boast of his skill in steering his own nominee or protégé or first choice past the committee is not such a rare bird that he needs protection.

Nepotism is an ugly brute to tame, whether it wears the sable coat of family ties, the off-white hide of a benevolent—if misguided—helping hand, or the murky spots and stripes of a common party political inclination, a similar religious persuasion, or membership of the same lodge or brotherhood. At no form of gymnastics is the human mind more agile than in rationalising what it wants to do. We tend to see the good in the man we would prefer, and to look for the defects in the man who may suffer hardship by that preferment, until we end by being sure that the former is indeed the right man for the job and the latter quite unsuitable. What safeguards are needed?

Shall we let promotion depend upon seniority? Heaven forbid! Enough boneheads and window-dressers reach the top without making it automatic. Shall we take for our example a senior branch of the public service, and make the appropriate paper qualification plus an approved number of years of experience the prerequisite to attendance before a promotion board? Here we are on safer ground. Opinions will vary within NALGO. I offer my own suggestions:

1. Where statutory qualifications do not exist, approved qualifying examinations for all local government posts shall be agreed, and the duties of those posts defined. All candidates for such posts shall thereafter hold the appropriate qualification, and on appointment shall be entitled, under the direction of the chief officer of the officer holding the post to perform, after obtaining the required qualification.
2. All candidates for the post of deputy chief of a department must hold the appropriate qualification and have had not less than seven years' experience, within the local government service, of the duties which that qualification entitles him to perform, after obtaining the required qualification.
3. All applicants for the post of chief or senior officer of a department shall fulfil similar conditions to that for deputies in (2) above, but with a qualifying period of experience of not less than 12 years, of which at least three have been as deputy.

4. Where local authorities or departments become redundant (as doubtless some will under the 1958 Act), senior officers who cannot be absorbed into the duties for which they are qualified and experienced within the meaning of 1, 2, and 3, above, shall be given adequate compensation for loss of office without option of other employment.

5. Variations from the above shall be permitted only by the unanimous or substantial majority approval of the staff side of the appropriate provincial Whitley Council, who shall be empowered to hear representations from all the officers concerned (i.e. candidates and members of the staff of the department in which the vacancy arises.)

Items 4 and 5 would require letters on their own, but I foresee much heart-searching when the new boundary commission gets busy. It is not only the position of the redundant officer which must be safeguarded, but that of those who may not be redundant but will be balked of progress to accommodate the man who is. Shall we see town clerks become public relations officers or borough engineers as housing managers?

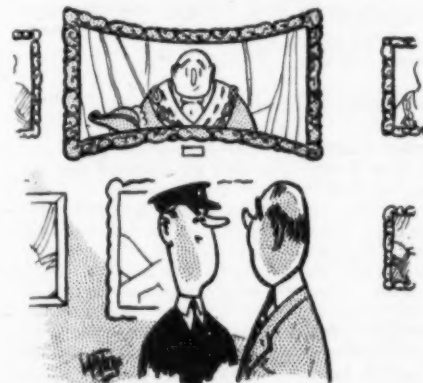
Point 5 would be only a small step in a sphere which must be widened in the public service. Employees in industry and commerce are beginning to have a voice in the organisations they serve. Local government officers can become the pawns in a game played by the only man the committee meets, the chief.

But perhaps we are asking for the moon. The exalted status of not a few public officers is due to their cultivating the right people rather than acquiring the right knowledge. I know of one situation in which a man with only clerical and administrative qualifications was steered into a technical post over the head of a man who had spent half a working lifetime preparing himself for just such a position, and had achieved something of a reputation in this sphere outside the service. That is stealing: we must devise some means of protection.

'HYGEIA'S MINION'

### "Stop this hypocrisy"

RECENTLY, I attended an interview for an A.P.T. III post. There were six on the short-list; three fully qualified, one partly qualified, and two unqualified. A member of the existing staff who was unqualified and, I understand, not exempt under paragraph 28 of the Charter, was appointed over an officer in the same department who was fully qualified. The partly qualified officer and the remaining unqualified



"Quite definitely the influence of the cinema!"

man were both protected under paragraph 28. Here, therefore, in my opinion was a flagrant breach of the Charter, against which there appears to be no remedy. The Charter is not a statutory document and cannot be enforced at law. This means that a local authority can appoint whom it wishes, qualified or unqualified, subject to any statutory requirements. In this case, the person appointed may have been the best man for the job; if so, it was clearly in the authority's interest to appoint him.

NALGO has used the cliché, "qualified service" to obtain better salaries. But for whom? For the unqualified? It is time that the N.E.C. stopped its hypocrisy and admitted frankly that, under present conditions, it can do no more than pay lip service to the concept of a qualified service.

'DISILLUSIONED BUT HOPEFUL'

### "Promote on ability"

WE NOW LIVE in an age of examinations. At least, some of us do. The fortunate ones are the older local government officers who, having gained promotion many years ago, can now, when the occasion arises, progress to higher grades without the necessary qualifications. The unfortunate ones are the younger and newer entrants to the service, who must have certain qualifications before they can be promoted from one grade to another.

This seems to be most unfair. What is good for one should be good for another. Therefore no officer, young or old, should be promoted until he has the necessary qualification. And those already on the higher grades should be frozen in their present grade until they are qualified.

A more acceptable alternative, perhaps, would be to return to the earlier system of promoting officers on ability and, sometimes, length of service. Local government has apparently been run smoothly enough over the years by these "unqualified" officers. Some people might view this as a retrograde step. But, let's face it, local government wants the cream of school-leavers, and a highly qualified staff, but it is not prepared to pay for them.

G. A. WARE

57 Dale Street,  
Nunnery Lane, York.

### "Administrative staff ignored"

THERE is more to the promotion problem than qualifications. Much depends on being in the right department. Generally, large departments have a realistic promotion ladder; smaller departments, lacking aggressive chief officers or powerful committee representation, are left out in the cold so far as adequate grading for senior staff is concerned. Usually, there is no recognised or designated deputy for the chief officer, although his duties still have to be carried out when he is away.

Furthermore, it appears that the N.E.C. and the provincial education committees are ignoring the problem of adequate salaries for qualified administrative staff. These might reasonably be assessed on the same basis as are the special grades for finance staffs, giving a scale of £750 x 40—£1,030. This would not be inappropriate—considering the number of finance posts which are filled by semi-qualified staff—and administration, with its impact on the committee work of employing authorities, is at least as important as the ability to deal with financial data. The scale suggested would also approximate to the recently agreed health service general administrative grade.

R. W. JONES

Children's Department,  
Broughton Road,  
Salford, 6.

## LOCAL GOVERNMENT PAY

### What shall he tell his students?

MY FRIEND and I went to the same school. We passed the same examinations (not many). When we left school, we went our separate ways—I into local government (maximum salary, without further qualifications, £560), my friend into an insurance office (salary £828, free pension scheme, regular bonuses, housing loans at 2½ per cent, and every chance of promotion).

I followed the advice of a colleague, who has had 35 years' local government service, and took a part-time job as a teacher in the local evening institute. (It is surprising how many local government officers have to rely on other sources of income to augment their salaries.) Now, if my students should ask my advice about a career, I can truthfully tell them that local government is interesting and essential. But what else can I tell them?

SIC EST VITA

## LOGOMIA knew!

HAVING decided to insure my life, I asked several companies for quotations, including LOGOMIA. In each case, I gave my age, but did not disclose my salary. Every com-

The official cost of living figure stood at 110 at December 16 (January, 1956=100), the same as at November 18. Calculated on the old basis (June, 1947=100), the figure is now 169.

pany, except LOGOMIA, pointed out the saving I should make, assuming I was paying tax at the standard rate. But LOGOMIA realised my true financial position, and pointed out the saving when paying tax at 4s. 9d. in the pound! A sad reflection on the lot of the local government officer.

DAVID L. PUGH

Gloucestershire.

## N.H.S. DESIGNATED GRADES

### Two years since last pay increase

THE TABLE published on page 357 of the December number of *Public Service* recorded the date of the last salary increase awarded to designated officers in the national health service as October 1, 1957. That increase applied only to designated officers earning £1,200 or more. Many such officers receive much lower salaries and their last increase took effect on January 1, 1957.

R. J. CONNELL

Finance Officer,  
Epping Group H.M.C.

Mr. Connell is right, of course. The staff side is now seeking an interim increase for designated officers earning less than £1,200, pending the agreement of new salary scales for all designated grades.

## NEW HEALTH SCALES

### Members worse off

AS A RESULT of the ending of regular overtime in the national health service, three members of my branch are worse off by some ten shillings a week, despite the claim that there would be "no loss of take-home pay," and despite the accepted principle of "no detriment" to existing staffs. Before the new scales were introduced, they received pay for four hours' compulsory overtime; and one young man, whose take-home pay between July 8 and November 30, 1958, was £6 16s. 1d. a week, now receives only £6 4s. 11d.

NALGO had no mandate from my branch to throw away the principle of overtime; and the fact that, in some cases, scale increases over two years do not cover the loss of overtime pay condemns the action. Most members would

have been better pleased with a three per cent increase in the scales and retention of overtime.

J. F. JENNER

Cuckfield Hospital,  
Haywards Heath,  
Sussex.

The staff side's mandate was to get the best possible terms—and that it did. The management side made abolition of the extended working week and regular overtime a condition of the introduction of improved salary scales. Had the staff side not accepted this condition, the management side would not have made an offer which could be taken to arbitration. The staff side had great difficulty in getting take-home pay protection (as defined\*), especially the agreement that officers should retain overtime pay and extra duty allowances paid to them between July 1, 1958 (the effective date of the new salary scales) and December 1, 1958 (when most employing authorities started paying the new rates). It is regretted that some members are now receiving less pay than they would have received had they continued to work overtime, but ultimately all staff will be better off under the new scales.

(\* "Take-home pay" for officers who, immediately before July 1, had been regularly working an extended week was defined for the purposes of the agreement as their "average remuneration, including extra duty allowance, during the three months before July 1, 1958." For officers who had regularly been working overtime, "take-home pay" was to "include payment for regular overtime not exceeding four hours per week based, in normal cases, on the average for the twelve weeks before the introduction of the new scales.")

## HEALTH SERVICE LEAVE

### No extra days yet

MISS MARJORIE ATKINS pointed out in her letter in the December number of *Public Service* that local government staffs are to get three days' extra leave after ten years' service. How many members know that electricity boards' staffs on the lowest grade receive, if they are over 21, three weeks' leave (on a five-day week) with an extra day for each complete year after the first, to a maximum of three extra days after only four years' service? Meanwhile, health service members are told that NALGO will continue to press for improvements in annual leave! A hefty kick would be more effective.

R. S. WILSON

Baldon Road,  
Bradford, Yorks.

## EARLIER RETIREMENT

### "Advantage to all"

I AGREE with those who think that our negotiators are not pressing strongly enough for voluntary retirement at 60, irrespective of length of service—particularly for those who can no longer cope with everyday problems. I would have thought the amendment could be of advantage to both employer and employee.

A. E. GRIFFITHS

4 Friars Avenue,  
Shenfield, Essex.

## Combating mental strain

I FIRMLY believe that local government officers should be allowed optional earlier retirement at approximately 60 years of age, so long as they have 35 years' service to their credit. This would bring us into line with civil servants, bank officials, some professional bodies, and certain other classes of employees whose duties call for mental and physical effort. In some cases, the strain imposed on them could jeopardise their ultimate retirement at 65. Chief officers cannot always exercise their goodwill where requests are made for a change of duties, because the officer's long experience is valuable and not easily replaceable.

A. B. W. D.

## NANCY DIDN'T KNOW

In a quiz on the B.B.C.'s "Woman's Hour" on January 14, NANCY SPAIN confessed that she had never heard of NALGO. The Association's P.R. department promptly told her in the following lines, which were read in full on "Woman's Hour" on January 26:

*The memory of Spain  
Rarely operates in vain  
At recalling "Foolish Things" she's a hidalgo\*  
But it really lost its power  
When quizzed on Woman's Hour  
And she didn't know what mean the letters  
"NALGO."*

*Every hour of every day  
With little thanks or pay  
NALGO's members work for Nancy and her  
mates*

*All quarter million of 'em  
—though Nancy may not love 'em—  
In the union of the chaps who spend her rates.*

*In hospitals and clinics  
Staffing libraries for cynics  
—Where the books of Spain are always in demand—  
Building schools and homes and highways  
Lighting streets and draining byways  
—They're ever there to lend a helping hand.*

*The gas you boil your tea with.  
The light you need to see with  
—there's a NALGO man behind it every minute:  
Running buses, planting parks,  
Protecting you from pests and narks—  
Every health and welfare service, NALGO's in it.*

*So when, dear Nancy Spain,  
You hear NALGO's name again,  
Don't forget your health and happiness it's guarding  
Every member willing servant  
Of the nation, keen and fervent,  
To help you and everybody—just ask Harding.*

\* U-type Spanish.

## MEMBERSHIP INCREASE

### Bank staffs' union, too

MAY I congratulate NALGO on its splendid increase in membership since 1946. It is good to see black-coated unions attaining higher membership figures.

In the banking sphere, we have not, of course, anything like the same potential, but in the same period (i.e. since 1946) we can show an increase of 98 per cent, and our membership is now more than 50,000—this despite lack of recognition, except by Barclays Bank, the National Bank, and one or two other smaller institutions.

In the Trustee Savings Bank sphere, where we are recognised, we have a very substantial membership. More power to your elbow.

T. G. EDWARDS

General Secretary,  
National Union of Bank Employees  
28 Old Queen Street,  
London, S.W.1

When we claimed, last month, that NALGO's 86 per cent increase in membership since 1946 exceeded that of any other major trade union, we were thinking of unions with 200,000 or more members. That claim holds good, but it in no way detracts from the outstanding progress made by N.U.B.E., whose congratulations and good wishes we heartily reciprocate.

## ANNUAL CONFERENCE

### Call for streamlining

MY BRANCH was disturbed and dissatisfied to learn that the Douglas Conference dealt fully with only about one-half of its agenda. Our own motion on compensation under the Local Government Act, 1958—a matter which will undoubtedly affect the livelihood of a large number of local government officers—was



rushed through during the last minutes. We earnestly suggest, therefore, that methods of "streamlining" Conference should be urgently considered, and here are our suggestions:

1. That a Conference agenda committee, in consultation with the President, should fix a proper timetable according to the questions of policy before Conference, and that the Standing Order limiting the time for speeches should be strictly enforced;
2. That a day might be set aside for each service to debate the motions particularly concerning it;
3. That district committees should consider motions in greater detail, and the chairman of each district be delegated the power to speak on matters of general policy.

Unless delegates can be assured that matters of principle and policy will be discussed at Conference, apathy will increase, to the detriment of the Association as an effective trade union.

R. G. GOODBODY

16 Buckingham Road,  
Shoreham-by-Sea, Sussex.

### CAYTON SKIPPER'S FAREWELL

#### Leaving "with some regret"

OLD CAYTONIANS will have read in the January number of *Public Service* that I have wended my way to Bonnie Scotland, and I am happy to relate that I have found folk friendly and co-operative. May I take the opportunity of thanking all the hundreds of you who sent me Christmas cards, and also those who have wished me well in my new appointment?

After 12 years as manager of Cayton Bay centre, working in pleasant surroundings and meeting so many charming and friendly people, it is with some regret that I leave. I would also like to put on record my appreciation of the friendliness and co-operation of the N.E.C.'s special activities committee during my years of office, and also of NALGO's staff and the Staff Association.

Here's to all Caytonians. Good luck—good health—I am proud of thee.

S. DAVID WATSON

Union Manager,  
The Students' Representative Council  
of the Royal College of Science and Technology,  
Glasgow, C.I.

### HOLIDAY CENTRE FEES

#### An example of inconsistency?

THE FEES for holidays at NALGO's Croyde Bay and Cayton Bay centres during the 1959 season have been increased by 10s. 6d. a week. Although announced as a slight increase, it represents six per cent of the highest tariff and ten per cent of the lowest—an average of eight per cent. If we got an eight per cent salary increase, it would very properly not be announced in such modest terms!

This is not an objection to the increase; in fact, my branch has gone on record as saying that the fees at Cayton should be increased, if that would offer an alternative to closing the centre. But please permit me to "recap." When the first intimation of the N.E.C.'s proposal to sell Cayton centre appeared in *Public Service* in April last year, it was stated that "the investigating committee had considered every possible means of saving Cayton, including . . . charging higher fees . . . but had been forced to reject them as impracticable or unlikely to remedy the position. It could not pay its way at fees members could afford." At last year's Conference, the N.E.C. spokesman said, "the fees are now at the limit, except perhaps in August, and Conference has always refused to penalise members who had to take their holidays then." The spokesman also said that he disagreed with the leaflet which Eston branch circulated at Douglas, in which it was stated that increased fees of 2s. per week per visitor

would take care of Cayton's estimated annual loss; he said that the figure should be 10s. 6d. All right, so the fees have been increased by 10s. 6d., so that should take care of the position after rebuilding Cayton. Or does the N.E.C. want to add this further 10s. 6d. to the existing 10s. per week per person which has been stated as the figure for Headquarters expenses in the administration of Cayton?

Really, how inconsistent (and "inconsistent" is a kind description) can the N.E.C. get? Although it has refuted Eston's allegations of bad faith, is not this just another example—and by no means the most important—supporting my branch's contention that you just can't believe everything you hear from the Conference platform?

Further, it was stated that Croyde would have an estimated annual surplus of £3,000, based on last year's fees. Is not that sufficient profit? Why, then, put up Croyde's fees? The N.E.C. has said that it is impracticable to run

Croyde and Cayton together (as they should be run), so why put up the fees of the solvent centre? Or is it that the N.E.C. has now decided that not only is it practicable, but also right and proper, to operate the holiday centres—and, indeed, the whole of the special activities department—as one business concern?

R. JONES

Eston branch.

In the coming months there will be full opportunity for consideration of the future of Cayton on the basis of all the factors in the situation, economic and otherwise. Meanwhile, it should be stated that the increases to which Mr. Jones refers are unconnected with the Cayton problem. They are due to increased running costs at both centres, and, in fixing them, the appropriate committee directed its attention only to the current situation. As far as the reception of the increases is concerned, readers may be interested to know that, so far, this has been a record year for bookings at both centres.



all the answers about

# PREMIUM SAVINGS BONDS

You can't lose a penny—your money back whenever you want it.

Thousands of cash prizes must be won every month.

Your Bonds go into *every monthly draw* (after you've held them for 6 months).

Each Bond can win you up to **£1,000** every month (free of U.K. Income Tax and Surtax).

The more you hold (maximum £500) the more your chances of winning.

They cost **£1** each at Post Offices, Banks & Trustee Savings Banks.

Or can be bought by instalments through 2/6 Savings Stamps from Post Offices—ask for card.

All Winners are notified by post. The 'London Gazette' carries a full list of winning numbers and can be seen at larger Post Offices.

Issued by the National Savings Committee, London, S.W.9

### Good wishes for 'Tigger's' hero

I AM SURE that many campers will wish to join in wishing "Sporty" every success in his new appointment, especially if it means that there might be some prospect of keeping Cayton Bay open. My son "Tigger" was extremely upset to hear that his hero would no longer be in residence at Croyde Bay, and fervently expressed the hope that he would not be replaced by a "spoilsporty."

"POOH"

### OUR RECRUITMENT CAMPAIGN

#### A waste of money?

MAY I SUGGEST that the £25 to be wasted this year in a fruitless competition designed to charm attractive recruits into NALGO should be deposited in a bank or invested, so that it will be of some use to the Association? After all, beauty is only skin deep, and the more unfortunate ugly local government officers will not be enticed into membership by such a scheme.

The one sure way to recruit new members is to make NALGO a hard-hitting union, with definite policies on all major issues; a body which means what it says, and to which members will be proud to belong.

GEORGE GUSSE

### B & O FUND

#### Whose turn next?

IT WAS heartwarming to read KATHERINE SANSOME's human story about the work done by the Benevolent and Orphan Fund, and it should inspire branches to intensify their efforts in raising funds for this truly worthwhile cause, with the added assurance that grants are wisely and humanely dispensed.

Let us hope that the hearts of the 50,000 non-contributors will be sufficiently moved to spare at least a penny a week. It may be their turn next to need help. Who knows?

L. E. ABEL

Tottenham branch.

#### "Marvellous help" received

I CANNOT praise NALGO highly enough. I have been off work ill for thirteen months, and during the last eight months I have received marvellous help for myself and my family.

Although I was not in debt when I fell ill, the NALGO Benevolent and Orphan Fund was prepared to help me settle any reasonable debt that I had. Financial worries were completely taken over, and NALGO also saw to the little extras that are required during sickness.

If I can do anything to recruit non-members, I shall be only too pleased: it is a very worthy cause.

E. HOLLOWAY

18 Eastman Road,  
Clubmoor,  
Liverpool, 15.

### NALGO CHESS LEAGUE

#### More players wanted

AS ORGANISER of the NALGO correspondence chess teams, may I remind members of the Pullinger Chess Tourney? Last year about 80 teams competed, each with three players, drawn from branches all over the country. Two NALGO teams also enter the national correspondence league. The new season is just beginning and I am eager for more players. Would any members interested please write to me without delay?

P. CAMPBELL GIBBS

225 Queen's Road,  
Bradford, 3,  
Yorkshire.

# 'Public Service' sonnets ring the world

"England, land of Shakespeare, Shelley, and Keats, has added another literary milestone to the world—a sonnet to the garbage collector."

So wrote the *New York World Telegram*—America's biggest evening paper—in acclaiming, last month, *Public Service* readers' reply in verse to Mr. R. A. Butler's taunt that "local government has never evoked the noblest ranges of eloquence."

It was not alone. Nearly every daily and many weekly newspapers in Britain, and scores in the United States, the Commonwealth, and Europe, published the story of the competition and one or more of the prizewinning verses.

The moment NALGO's P.R. department released the news, the cables began to hum. First in the field was *Time*, acknowledged leader of United States periodicals, with an urgent call to its London office to "airmail all the verses." Hot on its heels came the *New York Times*, *Washington Post*, *Baltimore Sun*, and many more. The *St. Louis Post Dispatch* asked for a set of the verses so that it could give a whole page to them. Chicago's *Work* sent its request direct to Mr. Butler—who passed it on to NALGO.

Simultaneously, telephone calls and letters came flooding in on EILEEN GRIFFIN, the Malden and Coombe shorthand-typist whose "Soliloquy of an Ashbinman" Mr. Butler had picked for first prize. The B.B.C. called her to Broadcasting House to be interviewed for "Radio Newsreel"—and asked her to choose the best of half a dozen professional readings of her sonnet. It was also read in the south-east regional programme and mentioned in TV news.

Addressing his letter to "Finalist Winner of Poetry to an English Garbage Can, New Malden, Surrey, England"—an address the postman had no difficulty in finding—a *Washington Post* compositor wrote that "the guys at work," reading it in proof—under the heading "A Thing of Refuse is a Joy for 'Albion'"—had thought it "real clever" and begged him to congratulate her.

A New York attorney, "Counsel to a large group of ash and rubbish collectors" begged a copy and a photograph of its authoress to frame for his office. The Editor of *English Pages*, a magazine for Belgian students of English, asked for copies of all the prizewinning sonnets. It was wanted for an anthology, for a puppet show (being produced by NALGO member KENNETH CRAWFORD, of Salford branch), for a magazine. . . .

At home, the papers went to town. The *London Evening News* published a four-column picture of "New Malden dustman, John Thompson" reading Miss Griffin's sonnet to six of his smiling workmates. The *Daily Sketch* featured it under the four-column banner headline: "EILEEN'S ODE TO AN ASHBINMAN."

"Mr. Butler Gets a Dusty Answer" headlined *The Times*—on its Court and Society page—to which the *Lincolnshire Echo* retorted with "Butler Gets a Not-So-Dusty Answer." Sub-editors of the *Huddersfield Examiner* and *Birmingham Dispatch* were themselves inspired to rhyme with "Dustmen, Take a Bow—there's a Poem About you Now" and "Bards of the Bins—A Typist Wins." *Liverpool Echo*, under the

This month's competition

### LUCKY JOE!

"A SAVAGE STORY of lust and ambition"—so threaten the lurid posters of *Room at the Top*, film version of John Braine's "scorching best seller" with a local government background.

It is the story of Joe Lampton, clerk in the borough treasurer's department, whose determination to get to what he regards as "the top" leads him into a shot-gun wedding with the daughter of a wealthy councillor, after a passionate affair with a married woman.

We offer £3 3s. in prizes (to be awarded at the Editor's discretion) for the best extract (100 words) from the speech made by the borough treasurer in handing over to Joe Lampton the wedding present given him by his colleagues when he leaves local government for his new life "in the money" in his father-in-law's firm.

Entries, giving the member's name, address, and branch, must reach *Public Service*, 1, York Gate, Regents Park, London, N.W.1, by February 28. The Editor's decision is final.

heading "Binmanship," praised the "18th century stateliness" of Miss Griffin's verse."

Accounts of NALGO members' reaction to Mr. Butler's challenge varied no less than the headlines. To the *Nottingham Guardian* they "rose in protest." To the *News Chronicle* they "succumbed to a frenzy of sonneteering." To the *Daily Telegraph* they "called for wet towels, invoked Euterpe, and let the Muse have her way."

Anyway, it was a welcome touch of publicity for a normally silent service, a well-deserved tribute to the dustmen—whose union general secretary, Sir Thomas Williamson, "greatly appreciated reading the many praiseworthy efforts"—and a revelation to Miss Griffin of the world-wide ripples a single news story can create.

An inspiration, too. Though this was the first sonnet she had ever written, she has already produced a second—a picture, of rare feeling and delicacy, of a sleeping child. So, perhaps, a new poet has been born.



# Something for everyone in NALGO's 1959 schools and courses

WHATEVER your service, whatever your department, whatever your rung on the ladder, there is something for you in this year's programme of schools and courses arranged by NALGO.

Professional associations and sectional societies are being invited to co-operate so that no member with specialised interests need be left in ignorance of the opportunities that will be open to him.

A significant number of employing authorities is now recognising these NALGO courses for financial assistance. In addition, NALGO scholarships will be available from national, district, and branch funds.

If you would like full details of appropriate courses as soon as available, please write to the education officer, NALGO, 1 York Gate, London, N.W.1, stating your particular interests.

## Special courses

**Weights and Measures:** Candidates for the Board of Trade examination can attend a special practical course held over the week-end preceding the examination. This is sponsored by the NALGO Correspondence Institute.

**Hospital Administrators:** Those taking the I.H.A. final examination can attend a week's residential course in London from April 1. They

will be given intensive tuition for the papers on administration, law, and finance.

**D.M.A. Candidates:** A preparatory course for those taking the intermediate D.M.A. in 1960 is available at the Cambridge summer school (see below). Final candidates will also have a residential course arranged for them.

## Summer schools

Summer schools will be held (a) at Balliol College, Oxford, from August 12 to 19, and (b) at Trinity Hall, Cambridge, from September 17 to 24. At Cambridge, the programme will cover local government finance, education, social welfare, public supplies, child care, the work of registration officers, and most other services according to demand. At Oxford, the programme will be mainly for those wishing to study problems of administration as such. It will include a special course for those who, having gained specialist qualifications, are interested in problems of administration and management. It is felt that members holding responsible administrative posts in all departments will welcome this opportunity to meet others in the same position. They will discuss and examine principles of financial control, the committee system, staff training, and departmental organisation and management.

A special study of the work which will be required to prepare for investigations by the Local Government Commission may also be arranged.

Gas and electricity members will be specially catered for at both schools if they come forward in sufficient numbers.

## Other people's courses at home—

**Youth employment officers** may be interested in this year's Conference of the International Vocational Guidance Association at Margate from May 1 to 5. It will deal with the vocational orientation of the school child, and vocational development as a factor in vocational guidance. Speakers include Professor Donald Super of Columbia University, U.S.A.; A. Buisson, Ministry of Education, Paris; B. Olsson, The Royal Labour Board, Stockholm; and A. Sabel, The Federal Office of Employment Exchanges and Unemployment Insurance, Nuremberg, Germany. Apply for details to H. Z. Hoxter, Youth Employment Office, 16 High Street South, East Ham, London, E.6 (not to NALGO).

## —and abroad

Young members can still apply for places at the **Sonnenburg Youth Centre** in Germany, where a number of British students is invited to attend each course arranged for German youth. Details and application forms may be had from the Secretary, Educational Interchange Council, 43 Parliament Street, London, S.W.1 (not from NALGO).

**Social workers and administrators** may like to know that study tours, providing for particular interests and normally lasting at least one month, can be arranged in most European countries. Free hospitality is usually offered, in exchange for similar hospitality for a return visit; or payment can be made for accommodation. Details can be had from the Secretary, International Exchange Committee, 23 Bedford Square, London, W.1 (not from NALGO).

# success tuition read all about it in "NCI NEWS"

- SUCCESSFUL TUITION—ONE FEE UNTIL YOU PASS
- SUBSCRIPTION SCHEME FOR THOSE UNABLE TO OBTAIN FINANCIAL ASSISTANCE
- NCI METHODS EXPLAINED AND DISCUSSED
- 1958 RESULTS IN FULL DETAIL
- 1959 RESIDENTIAL COURSE PROGRAMME

**NALGO  
CORRESPONDENCE  
INSTITUTE**



## OUTSTANDING 1958 RESULTS

IHA ... 3 out of 4 prizes  
RVA ... 5 out of 6 prizes

### Diploma in Municipal Administration

Intermediate ... 80 students successful  
57% as against 42% of other students

Part I Final ... 61 students successful  
50% as against 30% of other students

Part II Final ... 73 students successful  
66% as against 54% of other students

### Clerical Division - June

125 NCI students successful  
66% as against 54% of other students

### Weights and Measures

19 of the 27 successful candidates were NCI students

To the Education Officer, NALGO, 1 York Gate, London, N.W.1  
Please send NCI NEWS with details of NCI courses

Name .....

Address .....

Course required ..... PS.259

## There's still time to fill those gaps on the map

WITH the new year well under way, NALGO's current public relations drive is nearing its climax. Now, then, is the time for a final spurt.

The spots on the maps published here are evidence of the campaign's success, and are a striking tribute to the energy, enthusiasm, and enterprise with which branches have been telling the public about the services that members help to run. But there are still many gaps.

NALGO's new photographic exhibition—"Local Government is our Business"—offers a first-class opportunity to branches to help fill those gaps by staging local displays. Admired by all who have seen it, the exhibition is available to branches free of charge. Even the return carriage charge will be met by Headquarters. (Local authorities, schools, and other organisations may borrow the exhibition, too, but they will be asked to pay carriage both ways.)

There is plenty of time between now and the Scarborough Conference in June to arrange some public relations activity or other: there is almost no limit to the choice of project—from distributing the NALGO leaflet, "Local Government and You" to running a "Welcome to Citizenship." And no branch, however small, need be lost for an idea—Headquarters has plenty, and will gladly share them. Nor is it too early to make plans for next autumn: all firm plans made before June will count for a mark on the map.

### What the maps show

On the left, projects planned or completed since the scheme was launched last September; on the right, activities reported and (marked with a "+") branches which have distributed NALGO leaflets since the last map, published in December, was prepared.



Here is a key to the details:

### Completed projects:

1. **BOSTON**—collaborated with council in running "Welcome to Citizenship" and staged first showing of NALGO's new exhibition—"Local Government is Our Business."
2. **CHINGFORD**—set up speakers' panel.
3. **COULSDON AND PURLEY**—staged first two of a series of council office foyer displays illustrating the work of various departments.
4. **ESSEX COUNTY with ILFORD**—ran successful brains trust, with Freddie Grisewood as chairman.
5. **MALTON**—ran public film show: gave away numbered NALGO leaflets for lucky number prizes.

### Projects planned—using NALGO's new exhibition panels

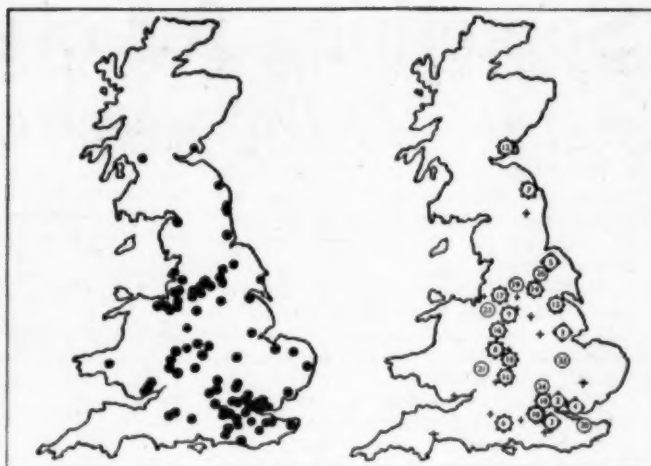
6. **ANDOVER**—collaborating with Mayor in running "Welcome to Citizenship."
7. **BERWICK UPON TWEEDE**—organising public library display.
8. **BILSTON**—collaborating with council in running local government and civic exhibition.
9. **BUXTON**—arranging library display.
10. **ESHER**—arranging library display.
11. **EVESHAM**—display at local Chamber of Trade careers exhibition.
12. **KIRKCALDY**—organising library display.
13. **LINDSEY**—exhibiting at Lincolnshire county show in June.
14. **NORMANTON**—to use NALGO display as basis for local exhibition in March.
15. **REDDITCH**—exhibiting at careers exhibition.
16. **STOKE-ON-TRENT**—running library display.
17. **SWINTON AND PENDLEBURY**—to collaborate with council in staging local government exhibition next September.
18. **WOOD GREEN**—to run "Welcome to Citizenship" for the Mayor.

### Other projects planned

19. **AIREBOROUGH**—in addition to press articles, now being published, branch is planning speakers panel and schools essay competition.
20. **CHATHAM**—formed ad hoc staff and council joint committee to run "Welcome to Citizenship."
21. **HEREFORD COUNTY**—to run town forum and arrange cinema foyer displays.
22. **PETERBOROUGH**—to join with council in staging local government stand at local careers exhibition.
23. **WARRINGTON RURAL**—to set up speakers panel. Council published text of NALGO leaflet on rate demand notes.
24. **WILLESDEN**—to join with council in running "Welcome to Citizenship" in March.
25. **YORK**—to organise civics quiz for local youth organisations.

### Leaflet distribution

Twenty-two branches, listed here, have taken 22,000 copies of the NALGO leaflet—"Local Government and You"—for distribution



to the public since the December list was published:

Bromsgrove, Castle Ward, Chapel-en-le-Frith, Cheltenham, Chippenham, Crawley U.D., Crosby and Litherland, Chesterfield rural, Esher, Exeter, Frimley and Camberley, Gwent, Halstead, Hayes, Hitchin, Heanor, Huddersfield, Kingston-upon-Thames, Middlesex, Warrington rural, Watford, and Willesden.

Total distribution to date: 81,000 by 202 branches. Let's try to reach the 100,000 mark by next month.

## NEW EXHIBITION IS "NALGO'S BEST"

"The best thing to come out of NALGO since I've been a member."

That was the comment of D. H. HALL, water engineer of Boston, Lincs, when the Association's new photographic exhibition, "Local Government is Our Business," was given its first showing at a "Welcome to Citizenship" evening given to young citizens of the town by the council and the branch last month. Other comments included:

"A wonderful set of panels. They will open the eyes of the public to the great field covered by local government. Indeed, the extent surprised even me. I hope that other corporations will obtain the display for any exhibition they undertake."

—Councillor C. Valentine, J.P.,  
Mayor of Boston.

"NALGO's display stole the thunder of Boston's 'Welcome to Citizenship'."

—C. L. Hoffrock Griffiths, town clerk.

"Very impressive indeed."

—a Boston schoolteacher.

"An excellent display. I never realised that local government covered such a wide field."

—a cinema projectionist.

"Very interesting. One could spend a lot of time just looking at the pictures. I never thought local government cost us only 4s. 6d. a week."

—a lorry driver.

"Our members are full of praise for the excellent panels. I hope other branches will have the sense to show them, because the whole display is so enlightening—even to officers already in the service."

—E. Roy Sykes, branch P.R.O.



## SCOTTISH NOTES

by JACK LAURIE

# Pay rises for S.M.T. staff range from 3s.—10s. weekly

I AM often asked by local government members when they will receive such and such an award, details of which they have seen in *Public Service*, and usually I find that they are referring to a decision of the English National Joint Council. To avoid confusion in future, news from the Scottish local government negotiating body—usually referred to as the National Joint Industrial Council or the N.J.I.C.—will normally appear in these notes. Similarly, as this month, information about negotiations on behalf of Scottish transport staffs will be published on this page. But gas, health, and electricity service members, for whom there is no separate negotiating machinery in Scotland, should watch the notes written by the national organisation officers in the appropriate service editions of the journal for news of changes in their service conditions.

## Company transport staffs' rise

PAY INCREASES, ranging from 3s. to 10s. a week, were agreed on December 23 last for staffs of the Scottish Group of Omnibus Companies. The new scales, taking effect from the pay week in which December 1, 1958, fell, are:

### CLERICAL AND CLERICAL SUPERVISORY STAFF

#### Men

**Grade 1a.** (age scales): £3 per week (at age 15), £3.17s., £4.11s.9d., £5.3s.6d., £6.4s.6d., £6.15s.6d., £7.17s., £8.7s., £8.18s., £9.3s. (at 24 and over).  
**Grade 1b:** £10.9s. per week.  
**Grade 1c:** £10.19s. per week.  
**Grade 1d:** £11.9s. per week.  
**Grade 1e** (age scale): £7.2s. per week (at age 18), £7.13s., £8.3s., £8.13s., £9.3s., £9.13s., £9.18s. (at age 24 and over).  
**Grade 2a:** £12.11s. x 5s.—£13.11s. per week.  
**Grade 2b:** £13.16s. x 5s.—£14.16s. per week.

#### Women

**Grade 3a** (age scale): £3 per week (at age 15), £3.11s., £4.2s., £4.11s., £5.6s., £5.19s., £6.19s., £7.5s., £7.12s. (at age 23 and over).  
**Grade 3b** (age scales): £3 per week (at age 15), £3.11s., £4.8s., £4.18s., £5.13s., £6.5s., £7.5s., £7.15s., £8.2s. (at age 23 and over).  
**Grade 3c:** £8.8s.6d.  
**Grade 3d:** £8.18s.6d.  
**Grade 3e:** £9.18s.6d.  
**Grade 3f** (age scale): £5.1s. per week (at age 18), £5.10s.6d., £6.3s.6d., £7.7s., £7.12s.6d., £8 (at age 23 and over).  
**Grade 3g** (age scale): £6.4s. per week (at age 18), £6.10s., £7.1s.6d., £7.12s., £7.17s., £8.2s. (at age 23 and over).  
**Grade 4a:** £10.12s.6d. per week.  
**Grade 4b:** £11.2s.6d. per week.

### INSPECTORATE GRADES

Key: (a)=weekly rate on appointment; (b)=weekly rate after six months probation; (c)=rate for 48-hour week.

**Ticket and driving inspectors:** (a) £10.5s.8½d., (b) £10.15s.8½d., (c) £11.13s.6d.

**Stance inspectors, Grade A:** (a) £10.1s.0½d., (b) £10.11s.0½d., (c) £11.8s.6d.

**Grade B:** (a) £9.17s.4½d., (b) £10.7s.4½d., (c) £11.4s.6d.

**Women inspectors:** (a) £8.10s., (b) £9.

### DISTRICT TRAFFIC SUPERINTENDENTS AND CHIEF INSPECTORS

#### District traffic superintendents:

No. of vehicles	Rate per week
	£ s. d.
Up to 20 ...	13 18 6
21 — 30 ...	14 3 6
31 — 45 ...	14 13 6
46 — 60 ...	14 18 6
61 — 80 ...	15 3 6
81 and over ...	15 8 6

**Chief inspectors:** £13.18s.6d. per week.

#### DEPOT ENGINEERS, DEPOT FOREMEN, WORKS DEPARTMENTAL FOREMEN,

#### Depot engineers:

No. of vehicles	Rate per week
	£ s. d.
Up to 20 ...	13 8 6
21 — 30 ...	13 13 6
31 — 45 ...	13 18 6
46 — 60 ...	14 6 0
61 — 80 ...	14 13 6
81 — 100 ...	15 1 6
101 and over ...	15 8 6

#### Depot foremen:

Up to 60 vehicles	61 — 80 vehicles	81 vehicles and over
Day shift foreman (engineer) 12 17 0	13 4 6	13 12 6
Night shift foreman (engineer) 13 4 6	13 12 0	13 19 6

(A night shift foreman, non-engineer, gets the same rate as a day shift foreman.)

**Works departmental foreman:** £12.19s.6d. per week on appointment; £13.9s.6d. (after one year); £13.19s.6d. (after three years).

## Milestones reached by NALGO members

CONGRATULATIONS and best wishes to these members who have just retired, or have reached a milestone in their service careers.

**G. CHRESSESON**, a valued worker for NALGO, who, after 25 years as local correspondent for the Building Society, Provident Society, and Logonia, in *Salop county* branch, has given up office, as he is due to retire from local government in April. Mr. Chresseson has been chairman of the branch executive committee for ten years, a district committee member for 30, and a NALGO member for over 40 years.

**J. W. DACRE**, chairman of the *East Midlands Division Electricity* branch, who is leaving to take up an appointment with the Burton sub-area. He has served on the district committee, and its electricity service conditions sub-committee; the staff side of the district joint council; and the National Joint Advisory Council of the Electricity Supply Industry.

**CECIL BRIDGE**, who retired from *Norfolk county* treasurer's department last September. He has been a branch member for 35 years and president for the last two of them.

**WALTER BACON**, who has just completed 50 years' service with *Sutton-in-Ashfield* urban district council, and retires in May.

**WILLIAM RIGBY**, senior public health inspector, *Hammersmith*, who has just retired after

**Foreman storekeeper:** £12.9s.6d. per week on appointment; £12.19s.6d. (after one year); £13.9s.6d. (after three years).

## Ayrshire's good deeds

FOR the fourth year running, Ayrshire branch will be giving a party later this month for some 140 children from the county council's homes.

The idea was first put forward in 1955, when branches were invited to undertake some activity to celebrate the Association's jubilee. It was then decided to send a Christmas card to every child (and a present of sweets to homes where there were very young children), and to give a party in February after the main round of Christmas parties was over. So successful was the first party that it became an annual event. A collection is made among the county council's staff to meet the cost, and the branch undertakes to cover any deficit. The branch public relations officer and his committee make all the arrangements, and invitations are sent to the county convenor, county clerk, deputies, and some members of the county council.

The children enjoy an abundance of party fare, a film-show, dancing, games, and competitions, before going "home" armed with the traditional bag of sweets, orange, and apple.

The party is a sincere effort to bring some extra happiness to these children, but it has also brought the branch considerable local publicity.

NALGO's own Benevolent and Orphan Fund has not been forgotten: as a result of a recent appeal, Ayrshire enrolled 34 new members, and 123 members increased their contributions. The branch is also carrying on its good works by inviting donations from members to support the appeal from the Scottish Association of Parents of Handicapped Children.

## Mr. Findlay Millar

I REPORT with regret the recent death of D. J. FINDLAY MILLAR, Glasgow, a popular member of the district committee and of the district service conditions sub-committee for electricity members. For many years, Mr. Millar was honorary secretary of Clyde Valley Electricity branch. He had been in poor health for some time.

## OBITUARY

WE RECORD with regret the deaths of the following NALGO members:

**E. G. CURTIS WELCH**, public relations correspondent of the *Hastings* branch, who died suddenly on December 23. He was a member of the south-eastern district public relations sub-committee, and a former branch secretary.

**E. H. F. MURTHWAITE**, who died a few weeks after his retirement as head of the rates section in the borough treasurer's department, *St. Marylebone*. He had served with the council for 47 years, was branch treasurer for seven years, and became vice-president of the branch in 1957.

**GEORGE R. GAY**, chief assistant county welfare officer, *Devon*, who had served with the county for 40 years.

# At Random

by 'AUTOLYCUS'

## Announcement

"During a ceremonial visit to the circus the Mayor patted a lion cub. Since this incident he has signed all correspondence with his left hand."

## Privilege

"Although you're new here, I'm putting you ahead of the rest of the staff on the holiday list. You take your annual leave in February."

## Faux pas

Medical officer: "I am happy to make this presentation to a doctor whose service to suffering humanity can be compared with that of Dr. Crippen and Dr. Fu Manchu."

## Free world

"A librarian who started to grow a beard was asked to shave it off. When he retorted that England was a free country, he was told that indeed it was, outside the library service."—*"Books and Art."*

## Definition

Borough engineer: Man who uses a slide rule to discover that four is the fractional approximation of two plus two.

## Foot note

"Park-keeper's toe: A distressing disease in which the patient's big toes have been pierced with a long wire spike."—*Municipal Journal.*

## False alarm

"Taxi!"  
"Where to, Miss?"  
"The maternity hospital—but don't rush, I work there."

## Hiz-up

Another councillor was fond of boiling things "down to tintsacks," of discussing "priorities" and "remuneration." He was once, he told me, "on the horns of a diploma" but, unlike a colleague, he did not "run bismarck."—*Frank Shaw.*

## Progress

"The first task for our new electronic computer will be to calculate superannuation payments for the staff displaced by it."

## Juggernaut

"He added that if the mother had taken other action she might have cost the State a lot of money by placing the children under the car of the county council."—*Wolverhampton Express and Star.*

## Post haste

Final rate demand from Ruislip-Northwood Urban District Council is signed B. Quick.  
Mr. Bertram Quick is the council's treasurer and rating officer.

## Safety slogan

"Many Romans lie buried here. Please do not join them."—*St. Albans road sign.*

## Tip

Put your examiner in the right mood by heading your paper with this quotation from Sir Walter Scott: "A fool may ask more questions than a wise man cares to answer."

## Open wide

Chairman of medical officers' conference: "Will all those in favour of the motion please say Aah?"

## Heartery

"Staff meetings are often in the nature of Speeches from the Throne."—*Letter to "The Times Educational Supplement."*

## Big chief

"I prefer a chief who raises an eyebrow to one who raises the roof."

## Disillusioned

The borrower I remember best during my 18 years' hard labour as a librarian was the small girl who gave me two general and two non-fiction tickets and said: "I want two books for my mum and dad."

"I suppose your father wants a Western?" I asked.

"He doesn't like nothing else."

"And your mother a love story?"

"Oh, no," she said scornfully. "She's married."—*John Braine.*

# Prize crossword for members

Compiled by R. B. MAWBY (Middlesex Executive Council branch)

WE AGAIN offer two prizes of one guinea each to the senders of the first two correct solutions opened. These must reach The Editor, "Public Service," 1 York Gate, Regents Park, N.W.1, not later than February 24.

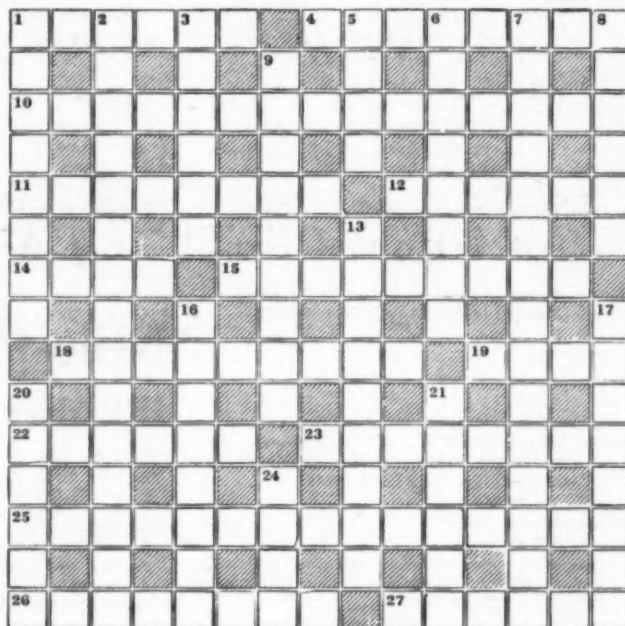
Write your name, address, and branch on the coupon in capitals and send it with your entry in a sealed envelope marked "Crossword No. 6" (3d. stamp). Members only should enter, and winners' names will be published next month.

No. 6

Name .....  
Address .....  
Branch .....

## ACROSS

- 1 Retain to form the sensitive layer (6)
- 4 Sped round the harbour in reverse and got a sharper edge (8)
- 10 Certainly not the skeletons in the cupboard! (6, 9)
- 11 Puts back in office (2-6)
- 12 In which reign royal heads fell (6)
- 14 Distinguished lady is disturbed to make this delectable Dutch dish (4)
- 15 Most unusual distance between two short streets (9)
- 18 Era recalled in current youthful fashion (9)
- 19 Bright part of amicable relations (4)
- 22 Torment of Chiang (6)
- 23 By which judgment is made (8)
- 25 A diagonal movement for the good of the soul? (15)
- 26 News read in bits gave the reply (8)
- 27 Hit two in succession to make this on a smooth surface (6)



## DOWN

- 1 Retort of the ready wit (8)
- 2 Birch lands a seat, perhaps, among these (6, 3, 6)
- 3 Off-stage, these can add to the effect (6)
- 5 Recount (4)
- 6 Exceed in importance (8)

- 7 Branded a thief by 18th-century poet (15)
- 8 Abandon (6)
- 9 Gut it, dear! Thanks (9)
- 13 Italians danced to cure his bite (9)
- 16 Bill is associated with this winter migrant (8)
- 17 Players (8)

- 20 Use this and await developments—if you want a negative result (6)
- 21 Confused spy with the help of the A.A. makes an eastern destination (6)
- 24 Section of the cheap seats for a church recess (4)

**CROSSWORD No. 5.** Guinea prizes for the first two correct solutions opened go to MRS. A. CRANE (Bedford County branch) and T. E. EVANS (Montgomeryshire branch).

**SOLUTION:** ACROSS: 1. Pittance, 5. Ranted, 10. Taunt, 11. Naturally, 12. Hide, 13. Scoop, 14. Oyer, 17. Travel, 18. Logomia, 21. Paradox, 23. Potent, 25. Erse, 27. Green, 28. Cuba, 31. Clothiers, 32. Axiom, 33. Tomato, 34. Assignor. DOWN: 1. Patchy, 2. Thunderer, 3. Arts, 4. Cynical, 6. Acre, 7. Tally, 8. Daybreak, 9. Stroll, 15. Evade, 16. Agate, 19. Mancunian, 20. Uppercut, 22. Xerxes, 23. Pleases, 24. Farmer, 26. Storm, 29. Chat, 30. Sari.



# My NALGO Diary

by "Abingdon"

## Norwich brushes up on NALGO

NORWICH branch has followed the lead given at the national school of trade union education last spring, and is running a winter series of six evening lectures and discussions on the various aspects of NALGO for its own members and members from neighbouring branches. Subjects covered so far are branch organisation, the functions and work of the district committees, and finance. The remaining talks will include national policy-making (by the President, ALBERT NORTROP); national administration and the ancillaries (GEOFFREY DRAIN, deputy general secretary); and Whitleyism (GEORGE NEWMAN, national local government service conditions officer).

## Recognise yourself?

THE resilience of a boxer, the patience of Job, the anticipation of a prophet, the insight of a psychologist, and the wisdom of Solomon.

These are the essential qualities required of council staff—according to J. R. CAMPBELL CARTER, J.P., chairman of Chislehurst and Sidcup urban district council. He told branch members this when he spoke at their annual

dinner recently, and added that he constantly marvelled at the adaptable qualities of local government officers.

## 32 years as branch treasurer

MY CHALLENGE to long-serving branch officers to beat the 29-year record of Billericay's branch secretary has been taken up on behalf of W. J. MASKELL, who has been honorary treasurer of Oxted branch for 32 years. Any further advance?

## N.E. district presentation

A TAPE-RECORDER was presented to J. Y. FAWCETT by the national president last month as a token of appreciation from his district colleagues for his long and valuable service as district secretary. Mr. Fawcett, who has retired from the secretaryship after 18 years, was described by the district committee chairman, F. BAINBRIDGE, as a man who "could always be relied upon to see the job in hand through—whether it took five minutes, five hours, or five days." Mr. Fawcett will remain a member of the National Executive Council and Trustee of the Association. His successor as district secretary is GEORGE

ARROWSMITH, borough treasurer's department, Gateshead.

## More shopping hints

WHAT YOU should know about an electric razor before you buy one, and why your bank charges go up and down, can be learned from the winter number of "Which?", just published. It also features egg beaters, draught excluders, soot destroyers, cycle reflectors, and tinned stewed steak; and invites lady members who admit to 35 years or more to take part in a test of hormone creams.

May I remind branches wanting to order "Which?" or "Shoppers' Guide" for their members at the special rates given in last September's "Public Service" that they must write direct to the publishers, not to Headquarters. For "Which?" they should write to the Consumers' Association, Ltd., 7 Great James Street, London, W.C.1, and for "Shoppers' Guide" to the Consumer Advisory Council, 2 Park Street, London, W.1.

## Are you covered?

FREEZE-UPS and flooding are a feature of February, so I gladly pass on a timely reminder from LOGOMIA that its Householders/House-owners Comprehensive Policies can cover you against the high costs of repairing burst pipes, and the damage to property and possessions from these and other winter hazards.

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A WELL-KNOWN publisher reports there is a simple technique of everyday conversation which can pay you real dividends in both social and professional advancement and works like magic to give you added poise, self-confidence, and greater popularity. The details of this method are described in a fascinating booklet, "Adventures in Conversation," sent free on request.

According to this publisher, many people do not realise how much they could influence others simply by what they say and how they say it. Those who realise this radiate enthusiasm, hold the attention of their listeners with bright, sparkling conversation that attracts friends and opportunities wherever they go. Whether in business, at social functions, or even in casual conversations with new acquaintances,

there are ways in which you can make a good impression every time you talk.

You know, through your own observation, that good talkers always win attention. They command respect! They become quickly not only popular, but often more entertaining—all of which directly helps them to bring more happiness to others while winning for themselves the good things of life.

To acquaint more readers of this journal with the easy-to-follow rules for developing skill in everyday conversation, the publishers have printed full details of their interesting self-training method in a 24-page booklet which will be sent free to anyone who requests it. The address is: Conversation Studies (Dept. LC/CS8), Marple, Cheshire. Enclose 3d. stamp for postage.

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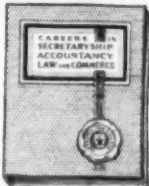
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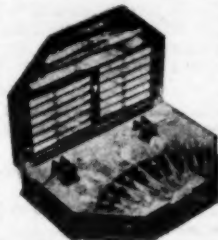
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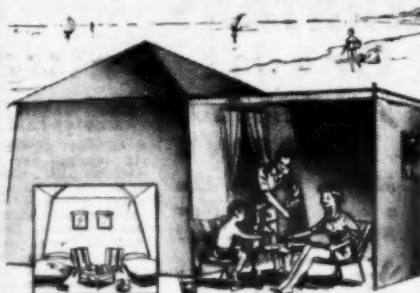
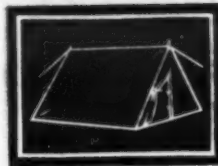
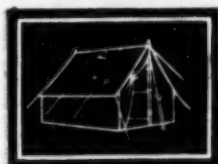
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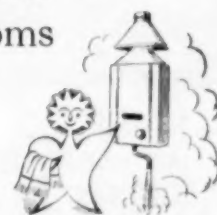
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